

# JAYMAR ROCO

## IT Technical Support | BS Information Technology

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### SUMMARY

BSIT graduate with hands-on experience in IT technical support, front-end development, and UI/UX design. Completed an internship providing troubleshooting, software installation, and user support. Built web and mobile projects using React, PHP, and MySQL. Motivated learner seeking an entry-level IT or software role.

### SKILLS

#### TECHNICAL SKILLS

- Basic Computer Troubleshooting
- Software Installation & Configuration
- Email & File Management
- Microsoft Word, Excel, PowerPoint (Basic)

#### SOFT SKILLS

- User Support & Assistance
- Problem-Solving Skills
- Good Communication Skills
- Time Management
- Willingness to Learn
- Detail Oriented

### TRAINING CERTIFICATES

#### Computer Hardware Basics

February 2026

DICT-ITU DTC Initiative

Cisco Networking Academy program.

#### IT Customer Support Basics

February 2026

DICT-ITU DTC Initiative

Cisco Networking Academy program.

#### Certificate of Completion: Java Programming NC III

January 2026

Center for International Industries Competence Corp.

#### JavaScript Essentials 1

January 2026

DICT-ITU DTC Initiative

Cisco Networking Academy program.

### EDUCATION

#### Bachelor of Science in Information Technology

Graduated Year 2024

Quezon City University

- Capstone: UI/UX Design Manager and Front-end Developer

### WORK EXPOSURE

#### IT Technical support (intern)

Sep 2023 - April 2024

StoneBrothers Incorporated

- Assisted employees with software and hardware troubleshooting.
- Installed printers, applications, and system updates.
- Supported basic networking issues and cable management.
- Provided technical assistance and user support.
- Designed tarpaulins, user's manual, and logo's for marketing products.