



RALPH JUANCHITO VILLALUZ

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SUMMARY

IT Support professional with hands-on experience in network monitoring, system development, and technical troubleshooting. Skilled in PHP/MySQL development, Ruijie network management, and hardware/software support.

OJT EXPERIENCE

IT Support/Web Developer Intern, Five Twenty IT Services **Jan 2025 - June 2025**

- Conducted daily network connectivity monitoring and troubleshooting using Ruijie management interface
- Monitored bandwidth utilization and network performance across coworking members and virtual office tenants
- Performed Windows 10 and 11 OS installations, hardware troubleshooting, and resolved end-user technical issues including printer and connectivity problems
- Developed and deployed custom voucher management system using PHP and MySQL managing multiple access tiers (3-hour, daily, 10-day, monthly, virtual office)
- Implemented Excel import functionality for bulk voucher upload, with administrative approval workflow and payment confirmation system
- Built comprehensive sales reporting dashboard with revenue tracking and coworking space utilization analytics for business intelligence
- Successfully deployed full-stack web application to production environment serving active coworking facility operations

SKILLS

- Programming Languages: PHP, SQL
- Database Management: MySQL
- Web Technologies: HTML, CSS, JavaScript
- IT Support: Software and Hardware troubleshooting
- Network Monitoring: Connectivity testing and performance monitoring

EDUCATION

Bachelor of Science in Information Technology **2021 - 2025**

San Beda College Alabang

- 2nd Year 1st sem dean's list
- 3rd Year Honor Roll
 - 1st and 2nd Sem dean's list

CERTIFICATES

- IT Specialist - HTML/CSS, Javascript (Certiport)
- CompTIA IT Fundamentals+ (ITF+) Certification
- Cisco Certified Support Technician IT Support