JHONEL ALAM

CYBERSECURITY & IT SPECIALIST

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Dedicated IT Support Specialist and Cybersecurity Professional with a solid foundation in network security, system administration, and technical troubleshooting. Skilled in identifying and mitigating security vulnerabilities, managing IT infrastructure, and ensuring system integrity and uptime. Proven ability to implement cybersecurity best practices, conduct risk assessments, and support secure, efficient IT operations. Committed to advancing digital protection strategies and staying updated with emerging threats and technologies in the cybersecurity landscape.

EDUCATION

Technological University of the Philippines   **Sep 2021 - Present**

Bachelor of Science in Computer Science

San Marcelino St, Ayala Blvd, Ermita, Manila, 1000

Thesis: **"Code Assessment Using Rubric-Based Fuzzy Logic"**

- Developed a system to evaluate programming code using rubric-based fuzzy logic for more accurate and flexible grading.
- Enabled user-defined criteria such as requirements, coding standards, documentation, runtime, and efficiency.

Christ the King College of Science and Technology   **Jun 2019 - July 2021**

Information Communication and Technology

Jaysonsville II,, Muntinlupa, Metro Manila

Mary Immaculate Parish Special School   **Jun 2014 - May 2019**

Avocado Drive, Agro Homes 1, Moonwalk Village, Las Piñas

PROFESSIONAL EXPERIENCE

TECH MAHINDRA - TECHNICAL SUPPORT ASSOCIATE   **Sep 2022 - Oct 2022**

Felina Corporate Plaza, 5 Eastwood Ave, Quezon City, 1110 Metro Manila

- Provided real-time technical assistance to customers via live chat, ensuring timely resolution of technical issues.
- Diagnosed software, hardware, and connectivity problems by guiding users through step-by-step troubleshooting.
- Escalated complex or unresolved issues to higher-level technical teams while maintaining customer satisfaction.
- Delivered exceptional customer service by addressing queries in a clear, professional, and empathetic manner.
- Ensured data security and customer confidentiality in all communications in accordance with company policies.

DHL GLOBAL FORWARDING (PHILS.) - HR & IT SUPPORT INTERN   **Feb - Present**

6/F WMall, Diosdado Macapagal, cor Coral Way, Pasay, Metro Manila

- Assisted in onboarding new employees by preparing IT equipment and setting up user accounts, email, and access credentials.
- Supported daily HR operations such as maintaining employee records, filing documents, and scheduling interviews.
- Helped resolve basic IT issues, including printer connectivity, network access, software installation, and password resets.
- Maintained and updated HR databases and ensured data accuracy and confidentiality.
- Supported inventory management for IT hardware and office supplies.
- Documented common IT troubleshooting steps and created user-friendly guides for staff reference.
- Ensured compliance with company policies and assisted in preparing audit-ready reports.

CERTIFICATIONS

- **Cybersecurity - CISCO**. Strengthened security by implementing threat detection, risk assessments.
- **Data Protection and Security**. Ensured confidentiality, integrity, and accessibility of sensitive data by implementing encryption, access controls, and risk management strategies, aligning with GDPR standards.
- **National Certificate II - Computer System Servicing (TESDA)**. To install, configure, maintain, and repair computer systems and networks.
- **Critical Infrastructure Protection (OPSWAT)**. Processes and strategies designed to secure essential systems, assets, and networks that are vital to a nation's security, economy, public health, and safety.

SEMINAR & TRAININGS

- Master Course in Google Cloud Digital Leader, AWS Certified SysOps Administrator - Associate (Nov 2023), Cryptography & Security: Protect Data from Cyber Threats (Dec 2025)
- Cryptography & Cybersecurity (Jan 2025), SAP Security:
- Deep Dive into Roles and Authorization (Jan 2025)
- Safer Internet Day - SMX Convention Center (Feb 2024)
- Environmental Conservation - DENR-NCR & NCCT Coastal Clean-up and Tree Planting
- Disaster Risk Reduction Training - Muntinlupa
- Boluntaryong Tupians - Youth Leadership & Outreach Initiatives
- Master Course in Google Cloud Digital Leader, AWS Certified SysOps Administrator - Associate (Nov 2023),
- Cryptography & Security: Protect Data from Cyber Threats (Dec 2025)
- Safer Internet Day - SMX Convention Center

HONORS

- Dean's Lister
- Best Research Paper (Senior High School)
- Top student (Senior High School)
- Academic Achiever (College and Senior High School)

AREA OF EXPERTISE

Security Monitoring & Incident Handling	Threat Analysis	Technical Support & Troubleshooting
Digital Literacy & Online Safety	Risk Assessment	Network & System Security

LANGUAGES

English - Advanced
Filipino/Tagalog - Native

REFERENCES

Marilyn Rey	**Dianie Boyles Jr.**	**Ivy Evangelista**
HR Operations Manager	Health and Safety Officer	Sponsorships
DHL Global Forwarding	DHL Global Forwarding	SOS Children's Village Pilipinas
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