

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

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

- Developed a code grading system using fuzzy logic with customizable criteria: requirements, coding standards, documentation, runtime, and efficiency.

Christ the King College of Science and Technology

Jun 2019 - July 2021 | Muntinlupa City

Information Communication and Technology

Mary Immaculate Parish Special School

Jun 2014 - May 2019

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

PROFESSIONAL EXPERIENCE

DHL GLOBAL FORWARDING (PHILS.) - Data Analyst & IT SUPPORT INTERN

Feb - May 2025 | Pasay, Metro Manila

- Supported onboarding by provisioning IT accounts and equipment via ServiceNow.
- Resolved common IT issues (network, printer, software, passwords).
- Automated HR data tasks using Excel and VBA for reporting and compliance.
- Maintained IT/HR inventory databases and created internal support documentation.
- Ensured IT policy compliance and supported audit preparation with structured data logs.

TECH MAHINDRA - TECHNICAL SUPPORT ASSOCIATE

Sep 2022 - Oct 2022 | Eastwood, Quezon City

- Provided live chat support, resolving hardware/software issues.
- Escalated complex cases, ensuring high customer satisfaction.
- Adhered to data privacy and security standards in all communications.

IT PROFILE

IT support specialist & cybersecurity enthusiast skilled in technical troubleshooting, system administration, and data protection. Experienced in risk assessment, IT infrastructure support, and secure operations. Passionate about enhancing cybersecurity strategies and adapting to evolving tech landscapes.

CERTIFICATIONS

- **AWS Certified SysOps Administrator** – Associate (Nov 2023)
- **Master Course in Google Cloud Digital Leader**
- **Cryptography & Security: Protect Data from Cyber Threats (Dec 2025)**
- **Cryptography & Cybersecurity (Jan 2025)**
- **SAP Security: Deep Dive into Roles and Authorization (Jan 2025)**
- **Cybersecurity – CISCO**
- **Critical Infrastructure Protection – OPSWAT**
- **Data Protection & Security**
Focused on encryption, access control, GDPR compliance, and risk management
- **National Certificate II – Computer System Servicing (TESDA)**
Install, configure, maintain, and repair computer systems and networks

SEMINAR & TRAININGS

- **Safer Internet Day – SMX Convention Center (Feb 2024)**
- **Environmental Conservation – Coastal Clean-up & Tree Planting (DENR-NCR & NCCT)**
- **Disaster Risk Reduction Training – Muntinlupa**
- **Boluntaryong Tupians – Youth Leadership & Outreach Initiatives**

HONORS

- Dean's Lister
- Best Research Paper – Senior High School
- Top Student – Senior High School
- Academic Achiever – College & SHS

AREA OF EXPERTISE

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

LANGUAGES

- English - Advanced
- Filipino/Tagalog - Native

REFERENCES

Marilyn Rey

HR Operations Manager
DHL Global Forwarding
09989635793

Dianie Boyles Jr.

Health and Safety Officer
DHL Global Forwarding
dianie.boylesjr@dhl.com

Ivy Evangelista

Sponsorships
SOS Children's Village Pilipinas
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