ANDILAB JHEREMI
IT-Information Technology

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📍 NLPL GUTIERREZ VILLAGE LIZADA TORIL DAVAO CITY

Education

Doña Carmen National High School
2025 - 2026

Expertise

- 💻 Technical Skills: Networking (LAN/WAN, TCP/IP), System Administration, Hardware/Software Troubleshooting, IT Security, Cloud Computing (AWS/Azure), Virtualization (VMware/Hyper-V)

- ⚙ Programming & Tools: Python, SQL, HTML/CSS/JavaScript, Git/GitHub, PowerShell, Linux/Windows

- 🔧 Soft Skills: Problem-Solving, Communication, Team Collaboration, Time Management

Language

English

Cebuano

Tagalog

👤 Profile

Motivated and detail-oriented IT professional with expertise in troubleshooting, network administration, and technical support. Skilled at analyzing problems, implementing solutions, and optimizing systems for better performance. Adept at collaborating with teams and delivering reliable technology support to improve business efficiency.

💼 Work Experience

- Intern – IT Department
- JOM – [Davao City, Philippines] 2020-2024
- Assisted with computer setups, installations, and troubleshooting for new employees.
- Documented IT support processes and maintained inventory of hardware/software.
- Supported the team in implementing a new helpdesk ticketing system.

Key Achievements

- Resolved 95% of IT support tickets within the first 24 hours, improving overall user satisfaction.
- Successfully led a network upgrade project that reduced downtime by 30%.
- Implemented a data backup system that secured 100% of critical company files.
- Assisted in migrating company infrastructure to cloud services (AWS/Azure), reducing costs by 20% annually.
- Trained and onboarded 50+ employees on new software tools, boosting productivity.
- Developed an automation script (Python/PowerShell) that saved 10+ hours per week of manual IT tasks.
- Enhanced cybersecurity by setting up a multi-factor authentication system, reducing unauthorized access incidents.
- Recognized as "Employee of the Month" for outstanding IT support and teamwork.