

JESSA MARIE S. DRAGON

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Objective

A dedicated and versatile IT professional with a background in education, specializing in system administration, technical support, and network management. I aim to leverage my technical expertise and instructional experience to drive operational efficiency, strengthen IT infrastructure, and support digital transformation initiatives. Passionate about bridging technology and people, I bring a solutions-focused mindset to empower organizations through innovation, training, and sustainable tech solutions.

Education

Bachelor of Technical Vocational Teacher Education (BTVTE), Major in Computer Programming

President Ramon Magsaysay State University | August 2019 – August 2023

Honor: Cum Laude

Professional Experience

System Specialist

Balibago Waterworks System Inc. | July 2024 – Present

- Enhanced and maintained the POS system (Elite System) ensuring accurate billing and payment processes.
- Provided comprehensive IT support to 100+ branches, resolving hardware, software, and network issues.
- Managed and administered company email systems and Google Workspace, ensuring secure, efficient, and uninterrupted organizational communication.
- Implemented cybersecurity protocols and maintained server and network integrity.
- Conducted user training and maintained detailed technical documentation.

Senior Technician

Browave Philippines Corporation | September 2023 – Jun 2024

- Developed and maintained CIM systems for optimized manufacturing processes.
- Diagnosed and resolved complex technical issues related to hardware, software, and networks.
- Managed system security, performed upgrades, and ensured data backup compliance.
- Provided technical support while collaborating with teams to enhance system efficiency.

Teaching Intern

Bataan Peninsula State University | March 2023 – June 2023

- Delivered technical education on computer programming and IT systems.
- Assisted in developing instructional plans and practical sessions for students.

Technical Skills

- System Administration: Windows Server, Google Workspace Management
- Networking: LAN/WAN, TCP/IP, Network Security, Troubleshooting
- Programming & Scripting: CIM Systems, Basic Web Development
- Technical Support: Hardware & Software Diagnostics, Remote Tools
- Cybersecurity: System Integrity Maintenance, Data Backup Protocols
- Documentation & Training: User Education, System Reporting

Achievements

- Academic Excellence: Graduated cum laude in Computer Programming.
- Efficiency Enhancement: Optimized POS systems across 100+ branches, improving billing accuracy.
- System Improvement: Reduced downtime through proactive maintenance and technical upgrades.

Character References

Available upon request.