

Nel Gonzales

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PROFESSIONAL SUMMARY

Resourceful Computer Technology graduate with hands-on experience in C programming, IoT development, and LAN network setup, including wiring, assembly, and configuration. Developed a Shipping Lines Booking System and a Smart Parcel Box using IoT technology. Skilled in manual testing of web-based inventory systems and basic web development. Currently seeking a full-time role in Software QA, IT Support, or Networking to apply and expand my technical expertise.

WORK EXPERIENCE

IT Intern

July 2024-June 2025

LGU Ginatilan Cebu

Networking

- Gained hands-on experience in configuring TCP/IP, DNS, and DHCP settings.
- Helped manage IP addresses and resolve basic network issues.
- Assisted in the physical setup of routers, switches, LAN topology, and network cabling.
- Performed basic network troubleshooting and connectivity checks.

Active Directory Management

- Gained hands-on experience in managing user accounts and Group Policy in Active Directory.
- Assisted in creating, modifying, and disabling accounts for students and staff.
- Supported file permission configuration and folder sharing within a domain network.
- Resolved system errors by reviewing logs in Event Viewer and Windows Server Manager.
- Performed password resets, login issue resolution, and basic domain troubleshooting.

Computer Hardware and Software Support

- Performed installation, configuration, and minor troubleshooting of computer hardware peripherals (e.g., keyboard, mouse, monitor, printer)
- Resolved basic application errors and operating system issues, including system settings adjustments and software fixes.

Ticketing system (Hesk)

- Set up and configured the HESK ticketing system locally using XAMPP to streamline campus IT support operations.
- Customized the system by adding a dedicated landing page for system recognition and a knowledge base to enhance user accessibility and simplify issue reporting.
- Actively monitored and resolved IT support tickets, ensuring timely resolution of technical issues submitted by end users.
- Provided technical support to the LGU via social media platforms for quick issue resolution.

Performed manual software testing (web-based inventory system)

Web Design and Development Intern (Virtual)

May 2025-July 2025

MyOwnEva

- Website Development (Wordpress, GoDaddy)
- Figma UI Design

TECHNICAL SKILLS

- Manual Software Testing
- Hardware & software Troubleshooting
- Networking
- Windows Server 2019 Administration

EDUCATION

Bachelor of Industrial Technology- Computer Technology

2021-2025

Cebu Technological University

- Relevant Coursework in Software Testing, and IT Support

Certifications & Professional Development

- Foundation of Software Testing and Validation | Coursera (University of Leeds) | Completed: March 2024
- Introduction to Cybersecurity | Cisco Networking Academy | Completed: September 2024
- SQL for Beginners | Alison (Learner Record) | Completed: May 2025

REFERENCES

Everlie Gile Fernandez | 09398117408

Rusell Lowell Ondoy | 09157482637