

Nel Gonzales

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PROFESSIONAL SUMMARY

Detail-oriented Computer Technology graduate with hands-on experience in IT support, networking, Windows Server administration, and software QA testing. Skilled in troubleshooting hardware/software issues, managing Active Directory, setting up ticketing systems, and performing manual testing for web applications. Adept at implementing network configurations (TCP/IP, DNS, DHCP) and providing technical solutions that improve system reliability and user experience. Seeking an entry-level IT role in IT Support, Networking, or Software QA to apply and expand technical expertise.

TECHNICAL SKILLS

IT Support & Troubleshooting: Hardware/software installation, diagnostics, and repair; Windows OS & applications

Networking: LAN/WAN setup, TCP/IP, DNS, DHCP configuration, router/switch setup, network cabling

System Administration: Windows Server 2019, Active Directory user/group management, Group Policy, file permissions

Software Testing: Manual testing, test case creation, bug reporting, functional testing for web-based systems

Tools & Platforms: HESK ticketing system, XAMPP, WordPress, Figma, GoDaddy

Programming & Databases: C programming basics, SQL (beginner), IoT development

INTERNSHIP EXPERIENCE

IT Intern
LGU Ginatilan Cebu

July 2024-June 2025

- Configured TCP/IP, DNS, and DHCP settings; assisted in IP address management and basic network troubleshooting.
- Set up and maintained routers, switches, and LAN topology, including structured cabling.
- Managed Active Directory accounts: created, modified, and disabled users; configured Group Policy and file permissions.
- Resolved system errors using Event Viewer and Windows Server Manager; performed password resets and domain troubleshooting.
- Installed and configured computer peripherals (printers, monitors, keyboards) and resolved hardware/software issues.
- Implemented and customized the HESK ticketing system locally via XAMPP; added a knowledge base to improve user support.
- Monitored and resolved IT tickets promptly, providing remote support via social media and local network.
- Conducted manual software testing for a web-based inventory system, identifying bugs and documenting test results.

Web Design and Development Intern (Virtual)
MyOwnEva

May 2025-July 2025

- Developed and maintained websites using WordPress and GoDaddy hosting.
- Created UI designs in Figma for improved user experience and layout consistency.

EDUCATION

Bachelor of Industrial Technology- Computer Technology
Cebu Technological University

2021-2025

- 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