Cidrex Quilang

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Profile

IT Support Experience – Skilled in troubleshooting hardware, software, and network issues to ensure system reliability.

Web Development Background – Proficient in Javascript, React, Next.js, Node.js

Low-code Solutions Experience – Skilled in building low-code applications using Power Apps and Power Automate.

Skills

Platforms: Windows, Linux, Office 365, SharePoint

Languages: Javascript, Typescript

Frontend Frameworks: React, Next.js

Databases: MySQL, MongoDB

Remote tools: TeamViewer, AnyDesk, Microsoft Remote Desktop

Networking: Basic TCP/IP, DNS, DHCP

Tools: Git, Postman, PowerShell

Software: Microsoft Office Suite, Outlook, Teams, Slack, Trello

Troubleshooting: Hardware/software troubleshooting, printer & peripheral setup

Security: Antivirus tools, cybersecurity hygiene

Soft Skills: Customer service, clear communication with technical and non-technical users

Experience

Mar 2025 – Aug 2025

HR Technology and Solutions Intern
Atlas Copco Group – Auckland, New Zealand

- Maintained and updated the HR SharePoint portal, enhancing content structure, accessibility, and overall user experience based on feedback and evolving HR needs.
- Consulted by HR leadership to identify opportunities for operational improvement; proactively gathered input from team members to understand pain points in existing processes. Analyzed these workflows and translated improvement ideas into practical solutions using Power Platform tools.
- Developed internal systems using Power Apps and Power Automate, including data management tools, automated calculation workflows, and payroll changes tracking systems, effectively streamlining routine tasks and supporting HR initiatives through digital transformation.

Jan 2021 – Feb 2022

IT Support / Administrative Aide
Prov. Gov. of Bukidnon – Malaybalay, Philippines

- Provided technical support, troubleshooting hardware and software issues, setup of devices to ensure smooth operations.

- Developed and maintained internal web applications to streamline inventory and document management processes.
- Managed and maintained SQL databases, ensuring data integrity and accuracy.
- Created detailed data reports using from database leveraging Microsoft Office Suite to support decision-making.

Dec 2019 – Nov 2020   **Web Developer**
CresCode – Remote

- Developed a Customer Account Management web application using React, later migrating to Next.js. Features included customer profiles, subscription and plan management, usage tracking, and support ticketing.
- Maintained and enhanced the client landing page, ensuring up-to-date content and responsive design.
- Collaborated with a cross-functional team to define user stories, prioritize tasks, and execute agile sprints.

Education

Oct 2023 – Sep 2024   **Postgraduate Diploma in Information Technology**
Te Pūkenga Eastern Institute of Technology – Auckland, New Zealand

Mar 2015 – Apr 2019   **Bachelor of Science in Information Technology**
Bukidnon State University – Malaybalay, Philippines

Certifications

ISC² Certified in Cybersecurity (CC)