Jansen Del Mundo

Contact

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📍 Quezon City, Philippines

About Me

IT Support Specialist with hands-on experience in hardware troubleshooting, network support, data management, and Python automation. Experienced in supporting daily IT operations in a government environment and streamlining workflows through automation. Seeking an entry-level IT role where I can grow technical and security skills.

Skills

- Basic Programming Knowledge and Automations (Python, PHP/Laravel, Bash)
- Microsoft Office (Excel, Word, PowerPoint)
- Network Troubleshooting (printers, internet connectivity, LAN issues)
- Data Entry & Data Management
- Systems & Software
- Computer & IT Troubleshooting
- SIEM tools
- Critical thinking and problem solving
- Time Management

Education

- **Bachelor of Science in Information Technology**
  STI Novaliches College — 2022-2025

- **Bachelor of Science in Information Technology**
  Technological Institute of the Philippines — 2021-2022

Experience

- **IT Support Specialist - Commission on Higher Education-NCR**
  Management Information System — July 2025 - December- 2025

  Delivered hands-on IT support for office hardware, network connectivity, and software to ensure smooth daily operations. Maintained ICT inventory through regular audits and accurate asset tracking. Performed data encoding, cleaning, validation, and consolidation for reporting and records management, and developed Python automation tools to streamline processes and improve data accuracy.

- **On-the-Job Training in Comission on Higher Education - NCR**
  Intern - MIS Unit — January 2025 - March 2025

  Provided hands-on IT support and assisted in daily digital operations during on-the-job training. Developed Python automation tools for data processing, document consolidation, and workflow optimization, reducing manual workload. Designed and implemented a QR code–based employee information system to improve efficiency and accuracy in data handling. Supported office operations by troubleshooting hardware and software issues and maintaining organized digital records.

- **Freelance Computer Support Specialist** — 2022-Present

  Responsible for installing, maintaining, and repairing computer hardware and software, troubleshooting and analyzing user issues, implementing effective solutions, providing cost estimates for repairs.

Certifications

- Google Cybersecurity Professional Certificate
  certified:
  https://coursera.org/share/ca44deae8c70121fcc44469371833d4d
  issued by: Google
- Network Defense Fundamentals: Training for IT Beginners
- Cyber Security: Anti-Virus
- Cyber Kill Chain
- System Administration
- ICT-COE Research Symposium and Exhibit

References

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Project Technical Staff III

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