

DANILO NACUA JR.

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PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with 4+ years of experience in technical support, system administration, and IT operations. Skilled in resolving complex technical issues, managing user accounts, and maintaining IT infrastructure for business continuity. Currently enhancing expertise in cybersecurity with a focus on network security, access management, and risk mitigation to strengthen organizational security posture.

CORE SKILLS & COMPETENCIES

- IT Helpdesk Support (L1 & L2)
- Office 365 & Azure AD Administration
- User Account & Access Management
- Network Troubleshooting & Maintenance
- System Setup, Configuration & Upgrades
- Cybersecurity Fundamentals
- VPN (Open VPN, Good Access, Winscribe, Heimdall, Proxy and more)
- Remote Support (UltraViewer, TeamViewer, Anydesk)
- Ticketing Systems (Freshservice)
- Hardware & Software Troubleshooting
- RDP (Remote Desktop Protocol) Management
- Azure Virtual Desktop (Azure VDI) Administration

PROFESSIONAL EXPERIENCE

SupportZebra – Cagayan de Oro City, Philippines

IT Helpdesk L2 Support / Mar 2023 – August 2025

- Manage escalated IT incidents, ensuring timely resolution and minimal downtime.
- Administer user accounts, permissions, and security configurations.
- Perform system setups, hardware/software installations, and updates.
- Support internal applications and workflows, enhancing operational efficiency.

IT Support I / Sep 2021 – Mar 2023

- Delivered daily end-user support across multiple departments.
- Conducted account provisioning, access control, and password resets.
- Maintained IT systems to ensure reliable performance.

Self-Employed – Computer Services / Jul 2015 – Present

- Provide PC/laptop repair, software installation, and network setup for small businesses and individuals.
- Offer on-site and remote troubleshooting with high client satisfaction rates.

LGU Jasaan – Internship, System Administrator / Dec 2021 – Feb 2022

- Assisted in managing local government IT infrastructure.
- Supported network maintenance, system upgrades, and account administration.

SupportZebra – Information Technology Support Assistant (Contract) / Jul 2019 – Sep 2019

- Provided first-line IT support and resolved hardware/software issues.
- Assisted with system configuration and user setup.

SupportZebra – IT Intern / Mar 2019 – Jun 2019

- Supported end-user troubleshooting, system setup, and account management.

EDUCATION

Bachelor of Science in Information Technology

University of Science and Technology of Southern Philippines | 2016 – 2020

PROFESSIONAL DEVELOPMENT

Cybersecurity Fundamentals (Self-paced training) – Focus on network defense, access management, and risk mitigation.

PROJECTS & INTERESTS

- Implemented IT support workflows to improve ticket resolution time in a fast-paced helpdesk environment.
- Ongoing cybersecurity skills development to transition into IT security-focused roles.