Jane Karylle Asturias
IT Professional

Contact

Phone: 0992-829-5830
E-Mail: karyllealegrado@gmail.com
Address: Lopez Jaena St. Poblacion, Lobo, Batangas

Education

Bachelor of Information Technology
Westmead International School
2019- 2023

Accountancy, Business and Management
Lobo Senior Highschool
2017- 2019

Technical Skills

- **Operating Systems:** Windows Server, Windows 10/11
- **Software:** MS Office 365, PhpSpreadsheet, WMS platforms, VMware, Active Directory
- **Service Management:** ITSM processes, ServiceNow ticketing system, incident prioritization
- **Languages:** HTML, PHP (basic)
- **Tools:** Remote desktop tools (AnyDesk, TeamViewer), Disk Imaging, Backup solutions
- **Other Skills:** Server and system maintenance, Software installation, Troubleshooting, Backup and Disaster Recovery, Technical Documentation, Database storage planning and optimization, and skilled in Canva

Characteristics

- Passionate and combined with a pleasing attitude
- Eagerness to learn
- Proactive and takes initiative
- Pays attention to detail
- Good communicator

Certificates

- Introduction to Cybersecurity – Cisco Networking Program

Language

- English
- Filipino

About Me

Motivated and detail-oriented IT Assistant with 2 years of practical experience in system administration, end-user support, and Warehouse Management Systems (WMS). Skilled in troubleshooting hardware and software issues, managing servers, implementing virtualization solutions, and maintaining system security and backups. Adept at supporting cross-functional teams, improving system efficiency, and documenting IT processes. Strong communicator with a proactive approach to problem-solving. Eager to contribute technical expertise and collaborative spirit to a forward-thinking IT team in a dynamic work environment.

Experience

IT Assistant   August 2023 – Present

Fujitrans Logistics Philippines Inc – Sta. Rosa City, Laguna

- Administer and maintain network servers, virtual machines, and core IT infrastructure to ensure 24/7 availability.
- Configure and monitor LAN/WAN, Active Directory, DHCP, DNS, and storage systems.
- Manage database backups, file servers, and disaster recovery to protect data integrity.
- Provide first-level support for systems, network, hardware, software, and API-related issues.
- Support Warehouse Management System (WMS) connected to SAP for accurate warehouse operations.
- Implement automation scripts and batch processes to reduce repetitive administrative tasks.
- Assist with deployment, configuration, and troubleshooting of hardware, network devices, and endpoints.
- Perform onboarding/offboarding: account provisioning, device assignment, permission management.
- Manage IT asset and inventory records including licenses, devices, and consumables.
- Conduct periodic audits to enhance asset accuracy and accountability.
- Maintain documentation for system configurations and IT operational procedures.

Key Achievements

- Improved system uptime via automated monitoring and proactive maintenance.
- Led migration of legacy servers to a VMware virtualized environment, reducing downtime.
- Reduced average ticket resolution time by 25% via workflow optimization.
- Achieved 95%+ first-contact resolution for common incidents.
- Reduced recurring issues with standardized troubleshooting guides and user education.
- Enhanced reliability of WMS–SAP transactions, improving synchronization accuracy.
- Implemented asset tracking standards, reducing loss/misallocation incidents.
- Extended equipment lifespan through preventive maintenance routines.
- Automated repetitive tasks to reduce manual workload.
- Strengthened business continuity with consistent backup scheduling and recovery procedures.

IT Associate (Internship – 600 Hours)   2022-2023

B.D. Domingo Realty & Construction Works – Taguig, Metro Manila

- Provided end-user support, software installation, and network setup assistance.
- Designed graphic materials and contributed to IT documentation.
- Assisted in troubleshooting network and hardware issues, ensuring minimal disruption to operations.