

JANE KARYLLE A. ASTURIAS

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Profile

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.

Professional Experience

IT Assistant

Fujitrans Logistics Philippines Inc – Sta. Rosa City, Laguna

August 2023 – Present

- Administer and maintain network servers, virtual machines, and IT infrastructure to ensure 24/7 system availability.
- Support incident identification, prioritization, and resolution through structured troubleshooting and escalation.
- Configure and monitor LAN/WAN connections, Active Directory, and storage systems.
- Manage database backups, file management servers, and system recovery procedures to maintain data integrity.
- Support and administer client-based IT systems, ensuring optimal performance of on-premises and cloud infrastructure.
- Implement automation scripts and batch processes to enhance operational efficiency and reduce downtime.
- Collaborate with cross-functional teams to ensure IT service continuity and compliance with security standards.
- Maintain documentation for infrastructure planning, system configuration, and IT procedures.
- Prioritize IT incidents based on business impact, aligning with IT Service Management (ITSM) best practices.
- Key Achievements:
 - Improved system uptime by implementing automated monitoring and proactive maintenance.
 - Led the migration of local servers to a virtualized environment (VMware).
 - Streamlined helpdesk operations, reducing average issue resolution time by 25%.

- First level support regarding on system, network, and API.
- Achieved an average **95%+ first-contact resolution rate** for common helpdesk incidents including software configuration, user access issues, and device troubleshooting.
- Reduced recurring support tickets by implementing **standardized troubleshooting guides** and user education materials.
- Improved system uptime by proactively monitoring endpoint performance and applying preventive maintenance.
- Successfully supported onboarding/offboarding processes, including account creation, device provisioning, and access rights management.
- Assisted in the deployment and configuration of new hardware and network devices, minimizing disruption to operations.

IT Associate (Internship – 600 Hours)

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

August 2022 – January 2023

- 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.

Education

Bachelor of Science in Information Technology

Westmead International School – Alangilan, Batangas City, Philippines

2019 – 2023

- Relevant coursework: Network Administration, System Security, Database Management
- Capstone Project: Web-Based Disaster and Accident Response and Monitoring System with Two Mobile Applications

Accountancy, Business and Management (ABM Strand)

Lobo Senior High School – Poblacion, Lobo, Batangas

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
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CHARACTERISTICS

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

Public Information Officer (PIO)

Unifiend Network of Infotech Experts, Westmead International School
2021 – 2022

Certificates

Introduction to Cybersecurity – Cisco Networking Program

Seminars & Webinars Attended

- CyberCrime Incidents: Data Security in Networks, Computers, and Mobile Devices – DICT-Basulta (Oct 21, 2022)
 - CyberCrime Incidents: Hacking of Computers and Mobile Devices – DICT-Basulta (Oct 20, 2022)
 - SITESPHIL – "Hackin Ka Na Lang 2023" (Feb 18, 2023): Cross Site Scripting
 - Role of Cyber Threat Intelligence in Cybersecurity
 - What Cybersecurity Means Today
 - Information and Cyber Security
 - CERT-PH Overview
 - 3rd iSITE Conference: Developing Industry Skills Through Research – LPU Laguna (Mar 17, 2023)
 - StackLeague x Manulife Tech Session: Frontend Development (Mar 17, 2023)
 - Reminder: Sustainability in an IT Organization Applying Environmental Social Governance Practice (October 2023)
 - Boost business productivity in the private cloud with Synology Office Suite (April 2024)
 - Net Zero Industry Seminar (July 2024)
 - Synology Solution Day 2024 (September 2024)
 - Technically Speaking: Building a Resilient Business: Cloud as a Strategic Asset for Success (November 2024)
 - The Cyber War Room: Why SMBs Are Prime Targets—And How to Strike Back (April 2025)
 - Globe Business Breakthrough Masterclass: CYBER HEIST (July 2025)
 - CyberShift: A New Era of Cybersecurity in the South (Seda, Nuvali August 2025)
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I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Jane Karylle A. Asturias