

John Mark R. Gulmayo

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Professional Summary

A customer service expert transitioning into a dedicated IT career, leveraging an advanced homelab to build professional-grade technical skills. My hands-on experience includes deploying and securing an Ubuntu server environment hosting critical services like Pi-hole and Nextcloud, alongside troubleshooting hardware and network issues. I excel at translating complex technical concepts for users and am driven to provide the same level of exceptional support that I have delivered throughout my career in hospitality.

Professional Skills

Customer Service: Guest Orientation, Service-Oriented Approach, Exceptional Client Support

Communication: Persuasive Verbal and Written Communication, Clear and Effective Information Sharing

Problem-Solving: Technical Troubleshooting, Practical Solution Implementation, Issue Resolution

Organizational Skills: Meticulous Detail-Oriented, Exceptional Time Management, Inventory Management

Teamwork: Interdepartmental Coordination, Collaborative Mindset, Knowledge Sharing

Professional Experience

Bellman / Valet Attendant | Residence Inn Calgary Downtown | Calgary, AB | NOV 2023 – Present

- Acted as the first point of contact for guests, providing warm welcomes and promptly resolving inquiries and concerns.
- Coordinated seamlessly with the front desk and other departments to ensure a seamless and positive guest experience.
- Maintained the cleanliness and organization of the lobby and valet station, demonstrating attention to detail.

HousePerson | Hyatt Regency, Delta Hotel Downtown, Sandman Hotel South | Calgary, AB | 2021 – 2024

- Held progressive responsibilities in houseperson and environmental expert roles, requiring meticulous attention to detail, time management, and a commitment to maintaining high standards.
- Utilized mobile apps (Zello, HotSOS) for real-time communication and task coordination, showing adaptability with digital tools and workflows.
- Managed inventory levels and implemented efficient organization procedures for lines and other supplies

Education & Certifications

- High School Diploma | St. Mary's High School, Calgary, AB
- Standard First Aid and CPR/AED Level C
- WHMIS 2015 Certification
- Class 5 Driver's License

Languages

English (Fluent Verbal & Written) | Tagalog (Native)

Technical Skills & Projects

- Systems & OS: Ubuntu Server 22.04 LTS, Windows 10/11, macOS, Command Line Interface (CLI)
- Networking: TCP/IP, DNS (Pi-hole), DHCP, VPN (Tailscale)
- Software & Services: Microsoft 365, Active Directory, SSH, Remote Desktop, Game Server Management (AMP), Nextcloud(Cloud Server)
- Hardware: PC Assembly & Troubleshooting, Hardware Upgrades, Custom PC Builds
- IT Fundamentals: Ticketing Systems, RMM Tools, System Documentation, Backup & Recovery Procedures

Homelab Server Project | Nov 2025 - Present

- Designed, built, and managed a production-grade homelab server on a Dell Optiplex 7020 running Ubuntu Server 22.04 LTS.
- Configure and maintain critical network services, including Pi-hole for DNS-level ad blocking and Tailscale VPN for secure remote access.
- Deployed and managed a private cloud storage solution using Nextcloud, enabling secure file synchronization and sharing.
- Host and maintain a 24/7 Minecraft server using AMP (Application Management Panel), handling updates, backups, and user management.
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- Perform remote system administration and troubleshooting via SSH, and service diagnostics