

Jovel C. Cañada

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Personal Information

Age: 30

Height: 5'6"

Birth Date: October 12, 1993

Birth Place: Cebu City, Philippines

Education Attainment

Tertiary: Bachelor of Science in Information Technology
Interface Computer College - CEBU
2nd floor Angelica Bldg., Osmeña Blvd., Cebu City 6000
March 2015

Work Experience

- **IT DevOps T1**
OffSec · Full-time
Apr 2022 - Present (3 yrs 2 mos)
- **IT Helpdesk**
OffSec · Full-time
Oct 2021 - Present (3 yrs 8 mos)
- **IT Support Specialist**
JMMR Computer Repair · Freelance
Jan 2021 - Jan 2023 (2 yrs 1 mo)
- **IT Consultant**
Harnwell Chemical Corps · Freelance
Mar 2018 - Jan 2023 (4 yrs 11 mos)
- **Website Hosting Support/Technical Support Specialist**
IONOS · Full-time
Apr 2017 - Sep 2021 (4 yrs 6 mos)
- **Technical Support Specialist**
Verizon · Full-time
Jul 2016 - May 2017 (11 mos)

- **Information Technology Desktop Support**

Libsales Industrial Parts & Gen. MDSE. · Full-time
Mar 2015 - Mar 2016 (1 yr 1 mo)

- **IT Staff/Technician**

Department of Agriculture - Philippines · Full-time
Jul 2015 - Dec 2015 (6 mos)

- **Information Technology Assistant**

CommercialReach INC · Internship
Jul 2014 - Dec 2014 (6 mos)

Skills

IT Support & Helpdesk

- Hardware and Software Troubleshooting (Windows, Linux)
- Remote Desktop Assistance & IT Ticketing Systems
- Printer, Network, and Peripheral Device Support
- User Account Management (Active Directory, Microsoft 365)
- End-user Training and Technical Documentation

DevOps & System Administration

- GitOps Workflow and Principles
- CI/CD Pipelines and Automation (basic scripting & tools)
- System Monitoring, Incident Response & Root Cause Analysis
- Configuration and Patch Management
- Linux Command Line & Shell Scripting

Web Hosting & Server Support

- Website Hosting and DNS Configuration (IONOS experience)
- cPanel, Plesk, FTP, Domain Management
- Email Server Configuration and Troubleshooting
- SSL, Web Protocols (HTTP/S), and Hosting Migrations

Cybersecurity & Penetration Testing Basics

- Network and System Hardening (based on PEN-100 & OSCP)
- Security Best Practices for User Access and Permissions
- Vulnerability Scanning Fundamentals

Virtualization & Infrastructure

- VMware vSphere 6.5 Environment Familiarity
- Basic Virtual Machine Provisioning & Troubleshooting
- Remote IT Administration and Maintenance
- Experience with Local and Cloud-hosted Systems

Tools & Technologies

- Git, Bash, PowerShell
- Remote Admin Tools (e.g., AnyDesk, TeamViewer)
- Jira, Zendesk (or similar ticketing tools)
- Microsoft 365, Google Workspace
- Basic Networking (TCP/IP, DNS, DHCP)

Soft Skills

- Excellent Problem-Solving and Analytical Thinking
- Strong Client-Facing and Communication Skills
- Time Management in Fast-Paced Environments
- Proven Ability to Work Independently and in Teams
- Adaptability Across Freelance and Corporate Settings

Licenses & Certifications

- **GitOps Essentials**
OffSec
Issued: May 2025
 - **OffSec Certified CyberCore (OSCC)**
OffSec
Issued: February 2025 · Expires: February 2028
Credential ID: 134803297
 - **Pentesting Prerequisites - PEN-100**
OffSec
Issued: January 2023
Credential ID: 66521175
 - **DevOps Essentials**
A Cloud Guru | A Pluralsight Company
 - **DevOps Foundations**
LinkedIn
Credential ID: ATCBCo_JRMuft6QB78rPyju1nVif
 - **IT Help Desk for Beginners**
LinkedIn
Credential ID: AYeSqC1ECQyo3whNfcKkuntY2XAb
 - **Learning VMware vSphere 6.5**
LinkedIn
Credential ID: Af03lxW2pXYVSexj5QP2uxlfzBGU
 - **Troubleshooting Common PC Issues for Users**
LinkedIn
Credential ID: AeODUJII4cKef7cmvtsobMxJ1F
 - **Troubleshooting IT Remote Administration**
LinkedIn
Credential ID: ARN-0ccVs7ZUMQh9Jb4UB8DiH3F
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