

# MARWIN DALIN

IT Support Assistant | Junior Web Developer

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## PROFESSIONAL SUMMARY

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I am a motivated 4th-year Information Technology student from Laguna State Polytechnic University seeking an On-the-Job Training (OJT) opportunity to apply and expand technical skills in real-world settings. Knowledgeable in HTML, CSS, JavaScript, Python (Flask), MySQL, XAMPP, Git, GitHub, and osTicket setup, as well as PC assembly, troubleshooting, and operating system installation using VirtualBox and bootable drives. A fast learner who is eager to gain hands-on experience, adapt to new technologies, and contribute effectively to a professional IT team.

## WORK EXPERIENCE

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### McDonalds Crew

Golden Arches Development Corporation, Pila, Laguna

July 2023 - January 2025

- Delivered excellent customer service by efficiently handling multiple orders and ensuring minimal wait times.
- Demonstrated strong multitasking and time management skills while balancing work and academic responsibilities.
- Maintained a friendly and professional demeanor, consistently greeting customers and creating a welcoming environment.
- Collaborated effectively with team members to achieve daily service goals and maintain smooth operations during peak hours.
- Resolved customer concerns calmly and professionally, showing patience and problem-solving skills valuable in IT support environments.
- Upheld company standards in cleanliness, accuracy, and communication — reflecting a strong sense of discipline and attention to detail.

## EDUCATION

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### Bachelor of Science in Information Technology

Laguna State Polytechnic University - Sta. Cruz Campus

Year: 2022 - Present

## SKILLS

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- Proficient in HTML, CSS, JavaScript, Python (Flask), MySQL, and XAMPP for basic web development and database integration.
- Experienced in PC assembly, troubleshooting, and operating system installation using VirtualBox and bootable drives.

## CERTIFICATIONS

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- Cisco Networking Academy: Operating System Basics Certificate