

Jann Paolo M. Abayon

IT Assistant Manager

Dynamic IT professional with over 7 years of experience specializing in system administration, network management, and digital automation project leadership. Known for driving efficiency and operational excellence through innovative IT solutions and streamlined processes, with advanced skills in Microsoft Office 365 and foundational Azure cloud management to enhance productivity.

WORK EXPERIENCE

Haier Electrical Appliances Philippines Inc., Quezon City, Philippines
IT Assistant Manager 09/2024 – Present

- Lead and mentor IT team, managing escalations and facilitating training for skill development.
- Spearhead process automation using RPA and BPM tools, collaborating with cross-functional teams to streamline workflows.
- Oversee Office 365 management, network infrastructure, and server operations, ensuring minimal downtime.
- Develop and enforce security policies, conduct risk assessments, and ensure regulatory compliance.

Honda Trading Philippines Ecozone Corp, Biñan, Laguna, Philippines
IT Senior Staff 03/2022 – 08/2024

- Led digital transformation projects, including automation initiatives with BPM and RPA, achieving a reduction in manual workloads.
- Introduced Microsoft Azure cloud resources to optimize workloads, including virtual machines and storage solutions, enhancing IT scalability.
- Managed Microsoft Office 365 and Azure accounts across departments, optimizing settings and permissions to improve productivity and data security.
- Coordinated global IT efforts with offices in Thailand and Japan as the main point of contact for international projects and compliance.
- Developed IT compliance policies and trained IT staff on cloud security, Office 365, and Azure fundamentals.

Antique Provincial Health Office / Angel Salazar Memorial General Hospital, San Jose, Antique, Philippines
IT Specialist 06/2020 – 12/2021

- Directed COVID-19 vaccination reporting, ensuring accuracy and punctuality in data submissions.
- Oversaw daily IT infrastructure operations, including Office 365 administration, server maintenance, backups, and troubleshooting.
- Maintained high-performance data communications and security across the network.
- Provided primary support for operating systems and Microsoft Office applications, enhancing system stability and efficiency.

C&S Interactive Management Corporation, Makati City, Metro Manila
IT Assistant 05/2018 – 3/2020

- Maintained surveillance and streaming equipment, ensuring continuous operational support.
- Executed hardware installations, repairs, and preventive maintenance, enhancing system reliability.

Patio Pacific Boracay & Island Star Express, Boracay, Malay, Aklan
IT TECH SUPPORT ASSOCIATE 06/2017 – 12/2017

- Managed helpdesk functions and network installations, ensuring timely support for hardware, software, and Microsoft Office issues.

Alta Vista de Boracay, Boracay, Malay, Aklan
IT ASSISTANT 10/2015– 03/2017

- Supported diverse IT systems, including Windows servers, network storage, and Microsoft Office applications.

CONTACT

- Balete St. Purok 15 Pilot Area, Commonwealth, Quezon City, Philippines
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www.linkedin.com/in/jpabayon

SKILLS

Operations and IT Support:

- Project and Service Management
- Network and Systems Administration
- Web and Application Support
- Vendor and Technical Support
- Security and Compliance Management
- Hardware/Software Maintenance
- Customer Support Excellence

Tools and Software:

- SAP ERP (SAP S/4 HANA) & SuccessFactors
- FortiGate, Trellix, Symantec, Sophos, VPN
- SIEM (Endpoint Central / Log360)
- BPM (Kissflow)/(Lark)
- RPA (UiPath)
- Adobe Creative Suite (Photoshop, Premiere Pro, Lightroom)
- Microsoft Office 365
- Virtual Machines (VMware)
- Cloud Solution (AWS/Azure)

Languages:
• English (Conversational)

EDUCATION

Associate in Computer Technology
Aklan Catholic College
Kalibo, Aklan, Philippines
06/2012 - 04/2014

High School Diploma
Buruanga, Academy, Inc.
Buruanga, Aklan, Philippines
06/2007 - 04/2011

CERTIFICATION/OTHER

- Microsoft Certified: Azure Fundamentals (AZ-900)
Passed in November 2024
- Kissflow Workflow Automation (Online Academy)
- Basic and Advance Office 365 Productivity Tools
DICT - Western Visayas Regional Office / June 1-5, 2021
- Event Photographer and Videographer, Video Editor