

# Jon Nathaniel Raguini

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## IT STAFF, PROGRAMMER, WEB DEVELOPER

Experienced IT Support Officer with over 2 years of hands-on experience in network monitoring, technical issue resolution, and software management. I am proficient in using tools like PRTG, Cacti, and Winbox to ensure network performance and system reliability. In addition to my networking skills, I have experience of programming and coding, using HTML, CSS, PHP, JavaScript, SQL, and MongoDB . My expertise includes optimizing internet speed, managing traffic effectively, and providing technical support across diverse IT environments. Recognized for my problem-solving skills and my ability to quickly identify and resolve issues, I am eager to contribute my technical knowledge and support to a new and challenging role.

## WORK EXPERIENCE

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**Whiterain Digital Technologies Inc.** 05/2024 - 12/2024

**IT Support Officer • Full-time**

**Makati City**

- Improved overall system efficiency by addressing diverse technical issues in computer systems, leading to enhanced operational productivity
- Manages internet connection throughout the office
- Ensures that the software used in office is updated
- Uses network monitoring tools like PRTG, Cacti, Pingplotter, Pinginfoview

**Division of City Schools - Manila**

**03/2023 - 05/2024**

**Programmer/ ICT Staff • Full-time**

**Manila**

- Created the manila.deped.gov.ph as of March 2023 - June 2024, serving as a central hub for education-related information and resources for the community.
- Sent to various schools in Manila for monitoring and technical support
- Streamlined the troubleshooting process for PC-related issues, leading to improved interdepartmental communication and faster resolution times.
- Enhanced network reliability by establishing a comprehensive LAN connection across the Division Office, improving internet efficiency.
- Managed the internet using Winbox

## EDUCATION

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**Bachelor of Science in Information Technology**

Universidad De Manila

659-A Cecillia Munoz St. Ermita, Manila • 08/2019 - 07/2023

## SKILLS

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- **Programming:** C, C++, CSS, HTML, Java, JavaScript, Laravel Framework, MongoDB, MySQL, PHP, Reactjs, SQL
- **IT Support:** Anydesk, Basic Knowledge on Active Directory, Basic Network Configuration, Cacti, Configuration of Access Point, Hardware Troubleshooting, Network monitoring using PRTG, Ping Info View, Pingplotter, Remote Support, Software Troubleshooting, Team Viewer
- **Soft Skills:** Adobe Illustrator, Blender, Canva, Data Analytics, Github, Photoshop, Vercel, Visual Studio Code

## PROJECTS

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### **Deped Manila Website**

03/2023 - 06/2024

Deped Manila

<https://depedmanila.vercel.app/>