Jon Nathaniel Raguini

IT STAFF, PROGRAMMER, WEB DEVELOPER

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https://my-portfolio-nine-mu-45.vercel.app/

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 in 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.

Skills

Programming: C, C++, CSS, HTML, Java, JavaScript, Laravel Framework, MongoDB, MySQL, PHP, Pinginfoview, Pingplotter, 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, Photoshop

Work Experience

Whiterain Digital Technologies Inc.

Makati City • 05/2024 - 12/2024

IT Support Officer

Full-time

- 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

Manila • 03/2023 - 05/2024

Programmer/ ICT Staff

Full-time

- 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

Bachelor of Science in Information Technology

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

Projects

Deped Manila Website

03/2023 - 06/2024

Deped Manila

https://depedmanila.vercel.app/