

Francis Hope Raphael Blanco

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ABOUT ME

As a dedicated software developer, I specialize in crafting user-friendly web applications. I'm passionate about exploring new technologies and collaborating with teams to deliver innovative solutions. I excel in clear communication, problem-solving, and ensuring system reliability. Additionally, I bring hands-on experience in Windows troubleshooting and network configuration, allowing me to support both development and IT infrastructure needs.

I'm a team player who enjoys working with others, learning from experts, and actively participating in tech communities. I'm skilled in clear and effective communication, both written and verbal, and I'm experienced in documentation, networking, and troubleshooting.

EDUCATION

UNIVERSITY OF THE EAST

2021 - 2025

College
Bachelor of Science in Information Technology
Dean's Lister

JUAN VILLABLANCA NATIONAL HIGHSCHOOL

2019 - 2021

Senior High School
Humanities and Social Sciences
With honors

WORK EXPERIENCE

• IT Support Analyst

Pinoy Tourism	2025
REDLIME	2025

- Attended IT support onboarding sessions and familiarized with internal service desk procedures and escalation paths.
- Studied knowledge base articles, Service Level Agreements (SLAs) with providers such as PLDT and Eastern Communications
- Provided first-level technical support for hardware, software, and network-related issues
- Logged, categorized, and prioritized incidents using ServiceNow ensuring timely resolution
- Created and maintained user-facing documentation, including FAQs, troubleshooting guides, and onboarding materials
- Assisted in root cause analysis and process improvements, contributing to reduced incident recurrence and improved resolution times.
- Monitored network devices (routers, switches, access points) and documented recurring issues to assist in root cause analysis
- Troubleshoot common network issues including connectivity drops, slow bandwidth

PROJECTS

UE Health connect

Developed a digital framework designed to streamline the operations and management of healthcare services within the university clinic

Technologies Used: PHP, JavaScript, HTML

Healthy High: Health Website

serves as an online platform that provides information, tools, and resources related to health, wellness, and medical topics.

Technologies Used: C++, PHP, HTML

Shopping Orders for BEST Essentials

Built an e-commerce platform tailored for Scentified items, with shopping cart functionality, product listings, and secure order management.

Technologies Used: PHP, HTML

WEBINARS

- The ABCs of HTML5 Game Development
- WeCybersecurity ACSSended
- Prequel to SQL: Basic and Application of SQL
- TechTalk EastxDiliman
- Introduction to Flutter Framework

CERTIFICATIONS

• CC Course Pre-assessment

-A preparatory test to assess readiness for Cisco Certified (CC) courses, focusing on networking and security fundamentals.

• CC Domain 1 Security Principles

-This certification focuses on core network security principles, including risk management and the design of secure network infrastructures.

• Introduction to the Threat Landscape 2.0 - Certified Fortinet

- This certification covers the basics of cybersecurity threats and how to address them using Fortinet security solutions.

• Getting Started in Cybersecurity 2.0 - Certified Fortinet

-A beginner-level certification that introduces core cybersecurity concepts and Fortinet's network security tools.

• Fortinet Certified Fundamentals Cybersecurity

-This certification provides fundamental knowledge of cybersecurity principles, risk management, and Fortinet's security technologies.

Prequel to SQL: Basic and Application of SQL

-This Covered the fundamentals of Structured Query Language (SQL), including data retrieval, manipulation, and database management.

TECHNICAL SKILLS

- Programming Languages: Python, Java, C#, C++, PHP
- Web Development: HTML, CSS, JavaScript, Bootstrap, MySQL
- Productivity Tools: Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Code Reading Comprehension
- Windows Troubleshoot hardware and software
- Networking Configuration
- Communication Skill
- Design Thinking
- Project Management Tools
- Leadership
- Ability to work independently
- Self Motivation
- Team Work

REFERENCES

ACADEMIC REFERENCES

Dr. Froilan De Guzman	09176800131	Froilan.deguzman@ue.edu.ph
Prof. Jherold John Valdoz		Jheroldjohn.valdoz@ue.edu.ph

PROFESSIONAL REFERENCES

Mr. Edwin Dela Cruz	09951566235
Ticketing Manager	
Pinoy Tourism	
Mr. Neo Fernandez	09158453066
IT Support	
Redlime	
Ms. Rona Mae Vicencio	09611024295
Administrative Officer II	