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jraligan.com

RELEVANT EXPERIENCE

Freelance Website Designer & Developer

January 2022 - Present

- Design and Develop WordPress websites for local MSME clients
- Fix design, function, and security issues for existing client websites

IT Solutions Consultant @ Expor Solutions Inc. / Coria & Co.

June 2021 - December 2021 (Contract)

- Developed an app using VB.Net that uploads bulk data from excel to the government-issued app (Visual FoxPro) for tax compliances
- Initiated plans for a client management system using PHP and MySQL
- Designed and developed the company's website using WordPress CMS
- Procured and setup routers and NAS systems as part of the tech upgrades
- Performed IT inventory, fix ongoing issues, and general upkeeping of devices

Developer and System Admin @ Werner Co.

January 2019 - June 2021

- Built datasets and report visuals using Power BI utilized by multiple departments
- Developed custom apps using Microsoft's Power Platform environment and housed them on SharePoint for collaboration
- Worked on the administration of SharePoint 2013 and SharePoint Online

IT Programmer @ Werner Co.

February 2017 - January 2019

- Developed and maintained custom apps on SharePoint 2013 using SharePoint Designer, JavaScript, jQuery and SPServices
- Collaborated with multi-disciplinary teams in performing ITSM system upgrades
- Worked on migration plans with SharePoint 2013 to SharePoint Online

IT Helpdesk Support @ Werner Co.

September 2016 - February 2017 (Contract)

- Worked as the first line of support for all reported IT concerns locally and globally
- Assisted in moving and setting up all IT equipment to the new office location
- Contributed to establishing inventory, support, and maintenance best practices

IT Support Staff @ TPG Telecom

June 2015 - September 2016

- Helped open 2 new offices with 350-400 PC units assembled and deployed
- Completed setup requirements for a newly acquired business to BPO structure
- Performed new IT staff training and contributed to guidelines documentation

Global Support Agent, SDC @ SYKES Asia Inc.

June 2013 - February 2015

- Monitored all global infrastructure proactively to ensure security and stability
- Gathered relevant information for root cause analysis and IT engagements
- Tested new remote systems and Thin Client (Citrix) environment for ITSM

Technical Support Representative @ SYKES Asia Inc.

February 2012 - June 2013

Technical Support Representative @ Siemens IT Systems and Services

April 2008 - June 2008

SKILLS

Hardware: PC, Laptops, Printers, Network, Mobiles, Telephony, Biometrics, NAS

Systems: Microsoft 365, SharePoint, Power Platform (Power apps, Power Automate, & Power BI), WordPress, Solarwinds Service Desk

Language: VB.NET, PHP, HTML, CSS, JavaScript, JQuery, C#, Python

Database: MySQL, MS Access, Snowflake

EDUCATION

Curtin University

2022 - 2024 | Perth, WA
Master of Computing
Cyber Security Major

University of the East

2007 - 2011 | Manila, PH
Bachelor of Science in
Information Technology

REFERENCES

Jamie Hornstein

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