

JOEMEL JHOY F. VILLANUEVA

Technical Support / Network Administrator



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EDUCATION

Bachelor of Science in

Computer Engineering

Eulogio "Amang" Rodriguez Institute of Science Technology | 2018-2022

Senior High School

San Jose National High School
2016-2018

Junior High School

San Jose National High School 2012-2016

SKILLS

- PRTG and MRTG network monitoring tools
- IP Addressing and Subnetting
- Knowledgeable in Sophos Firewall, Cisco Meraki Switches, VPN, ZKTeco Biometrics, etc.
- Ticketing System
- Proficient Microsoft Office 365
- End-User Remote Support
- Basic knowledge Programming Language
- Troubleshoot IT hardware and software issues such as Desktop, Laptops, Printers and peripherals,
- Network Documentation and Reporting

PROFESSIONAL EXPERIENCE

To utilize my knowledge and experience in troubleshooting, network configuration, and system administration to help network infrastructures run more efficiently and optimize their performance. Seeking a Network Support Engineer position where I can apply my strong problem-solving abilities, hands-on experience with network hardware and software, and knowledge of protocols to ensure seamless connectivity, improve system performance, and provide exceptional technical support in a dynamic and growing organization.

WORK EXPERIENCE

Technical Support / Network Administrator | Present – March 2025

Jeremiah 29 11 Corporation | San Juan City

- Monitor and maintain network systems to ensure optimal performance and security.
- Provide technical support and troubleshooting for hardware, software, and network issues.
- Set up of Desktop and Laptop for new employees
- Manage user accounts, permissions, and backups.

Network Support Engineer | Nov 2023 – Dec 2024

Advance Food Concept Manufacturing Inc. | Marikina City

- Monitored network performance using PRTG / MRTG and resolved connectivity issues to ensure uninterrupted business operations
- Managed and configured 16+ VLANs for optimal network segmentation using Cisco Meraki and Sophos Firewall.
- Provided technical IT support tickets to 300+ end-users for software issues, computer hardware, printers, and peripherals via phone, email, or in-person.
- Generate regular reports on network performance, downtime, and incidents for management.
- Manage ticketing system, ensuring accurate documentation and resolution of support requests.
- conducted a training on Internet connectivity for existing and new users for them to be educated
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Cybersecurity Threat Engineer | Nov 2022 – May 2023

Trend Micro Incorporation | Pasig City

- Identified threats and vulnerabilities in systems and software
- Responded to security incidents, detecting and monitoring threats
- Responsible for developing security plans