

JUAN RAPHAEL A. DILAG

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PROFESSIONAL SUMMARY

Aspiring **System Administrator** and **Network Specialist** with a strong foundation in Windows Server, Active Directory, and network configuration. Proven experience delivering Tier-1 support, managing identity access, and integrating secure, scalable IoT hardware systems. Seeking to leverage hands-on troubleshooting, virtualization, and cybersecurity skills to maintain robust network architecture and ensure high system uptime in a global enterprise environment.

EDUCATION

Bachelor of Science in Information Technology (Specialization in Cybersecurity)

Mapúa Malayan Colleges Laguna, Cabuyao City, Laguna Expected: 2026

- **Relevant Coursework:** Systems Administration, Information Assurance, Cisco Networking Academy (CCNA), Ethical Hacking, Operating Systems.

CERTIFICATIONS

- **CompTIA Tech+ Certification**, CompTIA Dec 2025
- **CCNA: Switching, Routing, and Wireless Essentials**, Cisco Networking Academy Mar 2025
- **Verified Ethical Hacker (Badge)**, Cisco Networking Academy Mar 2025
- **Google Cloud Computing Foundations Certificate**, Google Cloud Mar 2025

SKILLS

System Administration: Active Directory (AD) · Group Policy (GPO) · Windows Server · Linux

Networking & Virtualization: LAN/WAN · VLANs · ACLs · VirtualBox · Cisco Packet Tracer

Security: Vulnerability Assessment · Kali Linux (PenTesting) · File Permission Management

Development & Scripting: Python · C++ · C# · Next.js · React · Tailwind CSS · Git

Software & Tools: Salesforce CRM · Microsoft Office 365 · Google Workspace · Microsoft Azure

Languages: English (TOEIC: 990) · Tagalog

EXPERIENCE

Admissions Support Staff (Student Assistant) Jan 2024 – Nov 2024

Mapúa Malayan Colleges Laguna, Cabuyao City, Laguna

- Managed CRM data integrity using Salesforce, aggregating applicant records to support enrollment operations.
- Provided Tier-1 inquiry resolution for high-volume calls/emails and served as the primary contact for complex technical issues.
- Guided 1,000+ applicants through the enrollment lifecycle, specifically assisting with network diagnostics and device provisioning.

Information Technology Services Office (ITSO) Assistant Sept 2023

Mapúa Malayan Colleges Laguna, Cabuyao City, Laguna

- Delivered Tier-1 technical support for RFID identity management systems and ensured accurate card issuance for 100+ end-users.

Technical Translator & Digital Content Specialist Nov 2021 – Dec 2024

Freelance Services, Remote

- Managed digital assets for international clients, ensuring high click-through rates exceeding 1M+ views.
- Performed precise technical editing for English-language localization projects.

RESEARCH & ACADEMIC PROJECTS

Community-Based Reporting and Response System (Capstone) *Lead Researcher & Developer*

- Engineered a cross-platform system based on the Biñan City CDRRMO featuring mobile applications for geotagged incident reporting.
- Developed a centralized web administrative portal to facilitate real-time validation and resource dispatching.
- Implemented a multi-layered security framework utilizing AES-256/SSL encryption, RBAC, and MFA.
- Designed the system architecture to ensure high availability and secure data transmission for emergency response scenarios.

Fish Tacos!: Multi-Layer Cryptographic Model Research *Lead Researcher & Developer*

- Developed a custom Python-based cryptographic tool combining Blowfish, Salsa20, and AES algorithms.
- Conducted entropy evaluation to measure security strength against standard benchmarks.
- Demonstrated proficiency in algorithm optimization and Python scripting for security protocols.

IoT-Based Smart Parking System *Hardware Lead & Full-Stack Developer*

- Engineered an IoT hardware layer using Arduino and Wemos R1 microcontrollers to interface with RFID sensors.
- Implemented backend logic using Supabase/PostgreSQL for real-time logging and automated timestamping.
- Established reliable data pipelines between hardware inputs and a Next.js dashboard to ensure seamless remote system monitoring.

HACKATHONS & TECHNICAL COMPETITIONS

- **IoT Race Champion, “From Concept to Connection”** — *AWS Cloud Club, PUP* 2026
- **Two-Time Winner, Code Clash: Weekly Coding Challenge** — *Mapúa-MCL ACM* Feb 2026

LEADERSHIP & PROFESSIONAL DEVELOPMENT

- **External Relations Committee, Emerging Technologies Seminar** – Sourced industry speakers and managed logistics for a tech-focused event.
- **Participant, Global AI Manila AgentCamp** – Deployed LLM-based intelligent agents on Microsoft Azure using active shell scripting and environment provisioning.
- **Participant, DICT Telecommunication Summit 2026** – Gained insights on physical hardware, 5G network expansion, and foundational services necessary for digital connectivity. Correlated the constraints of national telecom capabilities on software engineering.
- **Participant, AI-Augmented Test Automation Seminar** – Explored IT Service Management (ITSM), continuous testing, and system resilience for massive enterprise codebases using the Tricentis platform.

AWARDS & RECOGNITIONS

- **Student Assistant of the Month (Twice)**, Mapúa Malayan Colleges Laguna 2024
- **Dean’s List (Consistent)**, Mapúa Malayan Colleges Laguna A.Y. 2022-2025
- **President’s List**, Mapúa Malayan Colleges Laguna A.Y. 2022-2023