

JUAN RAPHAEL A. DILAG

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PROFESSIONAL SUMMARY

Aspiring **System Administrator** and **IT Support Specialist** with practical experience in Tier-1 IT support and strong technical skills in **Windows Server**, **Active Directory**, and network configuration. Hands-on expertise with **VirtualBox** and **Cisco Packet Tracer** for lab-based system deployment and network simulation. Background in technical support, deploying IoT hardware solutions, data management in Salesforce CRM, and security tools. Seeking to leverage technical knowledge and support experience in an enterprise IT environment.

EDUCATION

Mapúa Malayan Colleges Laguna

Cabuyao City, Laguna

Bachelor of Science in Information Technology (Specialization in Cybersecurity)

Expected: 2026

- **Certification:** COMPTIA Tech+; Google Cloud Computing Foundations Certificate.
- **Honors:** Dean's List (Consistent: A.Y. 2022-2025); President's List (A.Y. 2022-2023).
- **Relevant Coursework:** Systems Administration, Information Assurance, Cisco Networking Academy (CCNA), Ethical Hacking, Operating Systems.

CORE COMPETENCIES & TECHNICAL SKILLS

- **System Administration:** **Active Directory (AD)**, **Group Policy (GPO)**, **Windows Server**, Linux (Debian, RHEL, Arch, Kali), User Account Management.
- **Networking & Virtualization:** LAN/WAN, VLANs, ACLs, **VirtualBox**, **Cisco Packet Tracer**, RFID Systems.
- **Security:** Vulnerability Assessment, Kali Linux (PenTesting), File Permission Management.
- **Scripting & Developing** Python (Automation/Cryptography), C++ (Arduino), C# (Mobile Development), React/React Native, Git/Version Control.
- **Software:** Salesforce CRM, Microsoft Office 365, Google Workspace, VS Code.
- **Languages:** English (Professional Proficiency, TOEIC: 990); Tagalog (Native).

TECHNICAL PROJECTS

Community-Based Reporting and Response System (Capstone)

Lead Researcher & Developer

- Engineered **cross-platform system** for the Biñan City CDRRMO using a four-layer modular architecture, featuring **mobile applications** for geotagged incident reporting and **real-time responder coordination**.
- Developed a centralized **web administrative portal** to facilitate real-time incident validation, resource dispatching, and **geographic data analytics**, replacing manual and verbal-only workflows.
- Implemented a multi-layered security framework compliant with the Data Privacy Act, utilizing **AES-256/SSL encryption**, **RBAC**, and **MFA**, delivered through high-velocity 1-week **Agile Scrum** sprints

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 for gate access control.
- Implemented the backend logic (**Supabase/PostgreSQL**) to handle real-time logs, automated timestamping, and duration calculations.
- Integrated hardware inputs with a **Next.js** dashboard, allowing for remote system monitoring and status reporting.

PROFESSIONAL EXPERIENCE

Mapúa Malayan Colleges Laguna

Cabuyao City, Laguna

Admissions Support Staff (Student Assistant)

Jan 2024 – Nov 2024

- **Managed CRM data integrity using Salesforce**, aggregating applicant records to support enrollment operations.
- **Provided Tier-1 inquiry resolution**, handling high-volume calls/emails and serving as the primary contact for complex application and technical issues. Specifically assisted with **network diagnostics** and **device provisioning** to examinees.
- **Guided 1,000+ applicants** through the enrollment lifecycle and minimizing process bottlenecks.
- Recognized **twice as Student Assistant of the Month** for outstanding operational support.

Mapúa Malayan Colleges Laguna

Cabuyao City, Laguna

Information Technology Services Office (ITSO) Assistant

Sept 2023 (Contractual)

- **Delivered Tier-1 technical support** for RFID identity management systems, handling user concerns and ensuring accurate card issuance for 100+ end-users.

Freelance Services

Remote

Technical Editor & Content Specialist

Nov 2021 – Dec 2025

- Managed digital assets for international clients, ensuring high click-through rates (1M+ views).
- Performed precise technical editing for English-language localization projects, requiring high attention to detail.