

# Jomari O. Roco

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## Summary

IT Support Specialist with hands-on experience in troubleshooting hardware, software, and networking issues. Skilled in system administration, user support, and IT asset management, with strong knowledge of Windows, Linux, and cloud-based tools. Proven ability to assist teams in maintaining reliable IT operations, improving system efficiency, and providing excellent end-user support.

## Education

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### STI College Dasmariñas

College · Computer Science · Dasmariñas, Cavite

Aug 2021 - Jul 2025

GWA - 2.00

- Gained hands-on experience in computer hardware/software installation, maintenance, and troubleshooting.
- Developed strong foundations in networking (LAN/WAN, TCP/IP) and system administration (Windows/Linux environments).
- Collaborated in team-based projects involving IT support, user assistance, and technical documentation.

### AISAT College Dasmariñas

Senior High School · Tech-Vocational: ICT · Dasmariñas, Cavite

Jun 2018 - Jun 2021

GWA - 1.50 With Honors

- Learned practical skills in configuring networks, managing operating systems, and providing end-user support.
- Participated in projects that simulated real-world IT staff tasks such as setting up computer labs and maintaining IT infrastructure.

## Experience

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### Nexlogic PH

IT Support · Technical Support · Internship

Feb 2025 - Apr 2025

Silang, Cavite

- Assisted in resolving technical issues for 50+ internal users, ensuring minimal downtime.
- Configured and maintained computer systems, networks, and peripheral devices.
- Supported software installation, updates, and security patches across multiple systems.
- Collaborated with the IT team to document troubleshooting steps, improving response efficiency.
- Gained exposure to ticketing systems, remote desktop tools, and cloud platforms (AWS, Google Workspace).

## Projects

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### FireSuppression Robot with Text alert System and Mobile App

STI College thesis project · Arduino, SIM 800L, Android Studio

Aug 2023 - Nov 2024

Robotics and IOT

Built an IoT robot with Arduino, NodeMCU, and Firebase to detect smoke and trigger real-time mobile/SMS alerts.

### TMAP: Topology Mapping and Asset Profiling

Nexlogic PH · Django, Python, Flutter, MySQL, DRF

Feb 2025 - Apr 2025

Web and Mobile Development

Developed Django REST backend and Flutter app for telecom asset tracking and geolocation-enabled job orders.

### RosrucAI: AI Website Builder

Security Consulting Company · Next.js, AI, Supabase, sandbox, docker

Aug 2025 - Present

Web Development, AI

Created an AI tool that converts natural language prompts into functional websites with previewing

## Certifications

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### IBM IT Support Professional Certificate

IBM · ML0101EN Gained skills in technical troubleshooting, networking basics, operating systems, and IT service management.

Aug 2025

### Linux Foundation – Introduction to Linux

LinuxFoundation · 146BE2D8CCFO

Aug 2025

Practical training in Linux commands, system navigation, and administration, essential for IT support roles.

## Python

Hackerank · 53A377EA05BD

Aug 2025

Covered Python fundamentals such as data structures, functions, and scripting for problem-solving.

## Introduction to AI/ML Toolkits with Kubeflow

Linux Foundation · LFS147

Aug 2025

Learned to use Kubeflow pipelines for deploying, managing, and scaling machine learning workflows in the cloud

## Data Analysis with Python

IBM · DA0101EN

Jul 2025

Applied Python, Pandas, NumPy, and visualization tools to clean, analyze, and interpret datasets.

## Skills

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**Technical Support:** Troubleshooting, Ticketing Systems, Remote Desktop, IT Documentation

**System Administration:** Windows, Linux, Active Directory, User Account Management

**Networking:** TCP/IP, LAN/WAN, Router/Switch Configuration, VPN

**Tools & Platforms:** AWS, Google Workspace, Microsoft Office, Git

**Soft Skills:** Communication, Team Collaboration, Problem-Solving