

Jonas B. Lacandola

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Summary

Entry-level IT professional with hands-on experience in technical troubleshooting, ticketing, and client support. Proven ability to handle structured issue investigation, documentation, and data privacy requirements in high-volume environments. Seeking an IT Support, Service Desk, or Technical Support role where I can apply my technical knowledge, customer service skills, and problem-solving abilities to ensure high user satisfaction.

Skills

Technical Support: Technical troubleshooting, IT ticketing workflows, case management, technical documentation, client support, issue isolation, escalation paths, data privacy

Networking & Systems: TCP/IP, IPv4, subnetting, VLANs, Cisco IOS, Linux, SQL fundamentals

Security & Compliance: Linux, SQL, NIST CSF, security controls, SIEM/log analysis fundamentals, incident response fundamentals

Productivity: Advanced Excel (VLOOKUP, Data Validation, Pivot Tables), Google Workspace

Experience

Client Support Specialist (Arbitration Specialist)

08/2025 – 03/2026

Global Strategic Business Process Solutions

West Aeropark Clark,
Philippines

- Managed a high-volume queue of end-to-end client disputes, ensuring all records and technical data met strict regulatory deadlines and internal SLAs.
- Investigated, isolated, and resolved complex documentation and data eligibility issues through structured case management and root-cause analysis.
- Audited and managed sensitive medical billing data using Advanced Excel, ensuring complete data validation and accuracy across internal databases.
- Maintained strict data privacy protocols while handling highly confidential client and healthcare information in accordance with compliance security standards.
- Maintained transparent, professional case communication with clients from initial intake through final resolution.

Projects

Tindahan – Store Operating Assistant (SaaS)

Next.js, TypeScript, React, PostgreSQL, Prisma, Auth.js, AWS S3

- Developed a web-based store management assistant for Philippine mini-marts, covering product catalog, inventory, receipt processing, sales, dashboards, and reporting.
- Designed receipt-intelligence and inventory workflows using OCR, cloud file storage, background processing, and structured stock normalization while keeping the interface simple for non-technical users.

VLAN & Inter-VLAN Routing Network Lab

Cisco Packet Tracer

- Configured VLANs, access/trunk ports, VLSM addressing, SVIs, inter-VLAN routing, and static/default routes across a multi-switch, multi-router network.
- Troubleshoot end-to-end connectivity until all hosts successfully communicated across VLANs and routed networks.

Education

Bachelor of Science in Information Technology

09/2022 – 06/2025

Mabalacat City College

Mabalacat, Philippines

Certificates & Training

Google Cybersecurity Professional Certificate | Network Technician Career Path | Introduction to Networks | Switching, Routing, and Wireless Essentials