

MARK JUSTIE S. LAGNASON

ICT Support Specialist | IT Help Desk | Web Developer

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PROFESSIONAL SUMMARY

BS Information Technology graduate (Network & Web Application, GWA 1.42) with experience in first-line IT support, hardware/software troubleshooting, device configuration, and end-user assistance. Interned at JG Worldwide Inc. managing web platforms and providing technical support — awarded Best Intern of the Quarter. Holds 11 industry certifications (Certiport/Pearson/Microsoft/Cisco). Strong communicator with proven customer service and leadership background.

TECHNICAL SKILLS

Help Desk & IT Support:	First-line support, hardware/software troubleshooting, device configuration, incident logging, end-user assistance
Networking & Security:	Network fundamentals, TCP/IP, cybersecurity, threat management, network security (Cisco Cyber Threat Mgmt)
Systems & Software:	Windows OS, Microsoft 365 (Word/Excel/PowerPoint), Shopify, WordPress, Webflow, database management, GitHub
Web Development:	HTML, CSS, JavaScript, PHP, MySQL, Tailwind CSS, AJAX, C#, SQL
Soft Skills:	Customer service, technical communication (verbal & written), documentation, teamwork, adaptability

WORK EXPERIENCE

JG Worldwide Incorporated	Jan 2026 – Apr 2026
- Web Developer / IT Support Intern - Provided first-line technical support and troubleshooting for web platforms and digital tools in daily operations - Installed, configured & maintained websites (Shopify, WordPress, Webflow); managed content and platform updates - Documented and resolved technical issues; supported production operations as a technical assistant - Awarded Best Intern of the Quarter for performance, reliability, and teamwork	
CCST – College Student Government Governor / Board Member (Treasurer)	2024–2025
Led governance for students; managed budgets and coordinated programs — awarded Most Active Governance Awardee (Gawad Batang Bayani 2025)	
Alimbukad – Gender-Based Student Organization Vice President	2025

EDUCATION

Bataan Peninsula State University	2022 – 2026
BS Information Technology – Major in Network and Web Application Highest GWA: 1.42 1st Place DOST Startup Incubation	

LICENSES & CERTIFICATIONS

• IT Specialist: Software Development (Certiport) – Apr 2026	• IT Specialist: Device Config & Mgmt (Certiport) – Apr 2025
• MOS: Associate, Microsoft 365 Apps (Microsoft) – Nov 2025	• IT Specialist: Cybersecurity (Certiport) – Dec 2024
• MOS: Excel Associate (Microsoft) – Nov 2025	• Cyber Threat Management (Cisco) – Oct 2024
• MOS: Word Associate (Microsoft) – Oct 2025	• PMI Project Management Ready® (PMI) – Dec 2024
• MOS: PowerPoint Associate (Microsoft) – Oct 2025	• IC3 GS6 Level 1 (Certiport/Pearson) – May 2024
• IT Specialist: Network Security (Certiport) – May 2025	

KEY PROJECTS

- **BrgyNet Monitor – Network Monitoring Dashboard** – Full-Stack Dev, real-time infrastructure monitoring (*PHP, MySQL, Chart.js, Bootstrap*)
- **Stronger Together – AI Digital Hub for Solo Parents** (Capstone) – Full-Stack Dev, AI-integrated platform (*PHP, JS, Cloud DB, AI API*)
- **Velour (E-Commerce) | Appoint (Booking System)** – Front & Back-End Dev, product/scheduling systems (*PHP, MySQL, Tailwind CSS*)

ADDITIONAL INFORMATION

• **Awards:** Gawad Batang Bayani 2025 (Most Active Governance); 1st Place DOST Startup Incubation; Best Intern of the Quarter – JG Worldwide Inc. • **Volunteer:** Red Cross Youth; High Angle & Rescue Training – PDRMO Bataan. • **Language:** Filipino (Native), English (Proficient). • Verified Credly badges: credly.com/users/mjslagnason