

# IAN JAY EMONG

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## PROFESSIONAL SUMMARY

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Dedicated IT student with hands-on experience in computer systems and technical support. Strong communication skills and a proactive approach to learning new technologies.

## SKILLS

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### TECHNICAL SKILLS

Basic Hardware PC Troubleshooting  
Operating System Installation  
Basic Router Configuration  
Network Configuration (e.g. RJ45 termination)

### SOFTWARE SKILLS

Proficient in Microsoft Office  
Basic Web Development (HTML, CSS, JavaScript)  
Basic Graphic Design Layout (Canva)

## WORK EXPERIENCE

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### ***IT Intern***

*X-Meta Technologies Inc.*

- Managed and documenting client information (e.g., email lists and contact details) using Excel
- Assisted in email blasting by sending promotional emails to clients and updating tracking sheets
- Created graphic designs poster using Canva, including promotional and hiring posters
- Assisted in marketing task, including contacting providers/clients and requesting quotations
- Performed mapping and directory management for mall clients, including placing tenants' location based on official layouts, performing backend updates, and ensuring accuracy through publishing and checking.

### ***Student Assistant***

*Northeastern Mindanao Colleges – IT Department*

- Performed troubleshooting, reformatting, and basic maintenance of school laptops and desktop computers
- Assisted in managing system access, digital files, and electronics records
- Supported the IT team with day to day technical and administrative tasks

### ***Printing Service Owner***

*Xhieyan Printing Studio*

- Operated and maintained printing equipment, ensuring proper setup, and routine maintenance
- Managed digital files, document formatting, and print ready layouts for customers
- Provided customers support and handled basic technical issues related to computers and printing systems

### ***Business Assistant***

**Emong's Mini Mart /Family-Owned Business**

- Supported daily business operations by assisting with administrative tasks and overall coordination
- Handled customer inquiries and provided quality customers services to ensure satisfaction
- Helped maintain smooth workflow by coordinating tasks and supporting day to day business activities

## EDUCATIONAL BACKGROUND

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### TERTIARY

*Bachelor of Science in Information Technology*  
*Northeastern Mindanao Colleges*  
*Rizal St. Amat Cor. Surigao City*

*September 2022 - present*

### SENIOR HIGH SCHOOL

*TVL – ICT*  
*STI College Surigao*  
*Narciso St. Surigao City*

*September 2020 – June 2022*

### SECONDARY

*Surigao City National High School*  
*Brgy. San Juan, Surigao City*

*June 2016 – March 2019*

## PROJECTS

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### **Capstone Project: *Startech Services Center Management System: Tracking Repairs, Clients, and Warranty Services***

*Role: Frontend and Support*

- A website that can request appliance repairs, track repair status, and view transaction details, improving transparency and service efficiency. Contributed to system design, implementation, and testing to improve service transparency and workflow efficiency.

## TRAINING AND SEMINARS

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- Getting Started: Essential Requirements and Tools for Digital Freelancing and Virtual Assistance (Webinar, 2025)
- Beyond the Real-World Classroom: IT Careers and Opportunities (Webinar, 2025)
- Speak with Confidence: Coding Confidence into Communication (Webinar, 2025)
- Your First Client: How to Prepare, Apply, and Stand Out as a New VA/Freelancer (Webinar, 2025)

## LANGUAGES

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- English, Tagalog, Bisaya

## REFERENCE

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- Available Upon Request