

# JEAN CLAUDE LEONARD C. CUETO

269 Purok 2 Bulacnin, Lipa City, Batangas 4217  
[jeanclaudeleonard.cueto@gmail.com](mailto:jeanclaudeleonard.cueto@gmail.com) | +63 969 559 0824

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## CAREER OBJECTIVE

IT Technical Support Staff with hands-on experience in system administration, Active Directory, endpoint management, and troubleshooting Windows environments. Skilled in PowerShell scripting, command-line automation, and basic network/security administration. Currently developing capabilities in cybersecurity, cloud technologies, and infrastructure hardening. Seeking a junior cybersecurity, SOC Analyst, or IT System Administrator role to continue advancing technical and security expertise.

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## WORK EXPERIENCE

### Cohu Delta Design Philippines Llc IT Technical Support Staff

June 23, 2025 - Present  
Calamba Laguna

- Managed IT ticketing system, resolving service requests and incident reports while ensuring SLA compliance and end-user satisfaction.
- Delivered Tier 1–2 technical support, including hardware troubleshooting, OS repair, software installation, and system optimization.
- Managed Active Directory accounts, Group Policies, and Microsoft Intune/Azure AD for user provisioning, permissions, and compliance.
- Configured DHCP printer reservations using MAC addresses and troubleshot LAN/Wi-Fi connectivity, IP, and network issues.
- Developed an internal Inventory Management System and collaborated with site engineers and field teams to provide distributed IT support.

### Taisei Electronics (Philippines) INC. Data Developer Support

January 21, 2025 - May 20, 2025  
Malvar, Batangas

- Gathered and analyzed company data to support forecasting, purchasing, sales, and BOM processes.
- Developed a web-based system, including a cash invoice module, contributing to the company's ERP system.
- Collaborated with teams to understand workflows and ensure accurate data integration.

### Golden Archers Corporation - Mcdonalds Service Crew

February 2022 - June 2023  
Lipa City, Batangas

- Provided excellent customer service by welcoming customers and identifying their product interests and needs.
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## TECHNICAL SKILLS

### Programming & Tools

- Python, JavaScript, C++, PHP, HTML, CSS
- MySQL
- GitHub, VS Code
- Figma
- Electron

### Networking

- LAN/Wi-Fi troubleshooting
- IP configuration & subnet basics
- Basic network monitoring

### System Administration

- **Active Directory:** User and group management, GPOs, OU maintenance, permission assignment, and computer management
- **Endpoint Management:** Microsoft Intune, Azure AD for device provisioning, compliance, and license assignment

- **Windows Server Support:** Remote user support via RDC, print server management (queues/spooler), DHCP reservations, MAC address configuration
  - **Security Practices:** Access control, account provisioning, policy assignment
  - **Scripting & Automation:** PowerShell (password resets, user/computer management, automation), CMD (network diagnostics, admin commands)
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## PROJECTS

### IT Inventory System (Internal Tool) – Cohu Delta Design Philippines Llc

- Developed a desktop-based inventory system for the IT Department using Electron, PHP, JavaScript, HTML, CSS, and MySQL.
- Implemented CRUD operations, user authentication, and local server hosting using PHP.
- Designed UI layouts and system flow for internal use and deployed the system locally.
- Improved IT asset tracking and internal workflow efficiency through automation of manual processes.

### Web-Based ERP & Cash Invoice System – Taisei Electronics Philippines INC

- Developed a web-based system to support forecasting, purchasing, sales, BOM processes, and cash invoice management.
  - Built modules using PHP, JavaScript, HTML, CSS, and MySQL, implementing CRUD operations, user authentication, and data integration.
  - Designed UI layouts and system workflows to align with company processes and facilitate ERP implementation.
  - Improved operational efficiency by automating data handling and invoice processes, reducing manual work and errors.
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## EDUCATION

### STI LIPA COLLEGES

#### College of Engineering

Bachelor of Science in Computer Engineering

Lipa City, Batangas

2021-2025

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## CERTIFICATION AND SEMINARS ATTENDED

- Technology / IT - December 2024
  - Networking Basics - February 2026
  - Network Defense - March 2026
  - CompTIA Security + (In Progress)
- **AWS ACADEMY**
    - AWS Academy Cloud Foundations  
November 11, 2024