

PROFESSIONAL EXPERIENCE

Canadian Web Design **August 2025 – September 2025**
Web Security Engineer – Internship (200 hrs) *Toronto, ON (Remote)*

- Maintained website security through plugin updates, vulnerability patching, and monitoring.
- Configured and maintained Web Application Firewalls (WAFs) to protect against common attack vectors and ensure compliance with security policies.
- Conducted vulnerability assessments using OWASP ZAP to identify and remediate web application security flaws including XSS, CSRF, and SQL injection.

Grifols Plasma Donation Centre **November 2024 – August 2025**
Asst. Phlebotomy Technician *Regina, SK*

- Calibrate and maintain Medical Device NexSys PCS plasmapheresis machines according to manufacturer guidelines.
- Troubleshoot and repair technical issues promptly to minimize equipment downtime.
- Ensure all devices meet regulatory, safety, and quality standards.

Loblaw Distribution Centre **September 2022 – October 2024**
Warehouse Operator *Regina, SK*

- Operated electric pallet jacks and high-reach and dock stocker forklift.
- Able to take direction from a voiced-automated system to pick and organize orders.
- Collected and assembled pallets of grocery, produce, dairy, meat, frozen products, and household items using an electric pallet jack; wrapped and prepared pallets for shipment while consistently lifting to 70 lbs.

Cognizant **September 2019 – June 2022**
Service Desk Analyst – Tech Support *Manila, Philippines*

- Delivered Tier 1 technical support to 30–50 users daily, resolving hardware, software, and network connectivity issues with minimal downtime.
- Escalated approximately 10% of complex cases to Tier 2 analysts, vendors, or field technicians, ensuring timely resolution and business continuity.
- Administered and maintained desktop and network operating systems including Windows XP, Vista, 7, 10, and 11.
- Configured and supported commercial software systems such as Microsoft Exchange, remote support applications, and Active Directory.
- Supported end-users with tools and systems including Microsoft Office 365, VPN, and shared printers, improving system efficiency and user adoption.
- Managed and resolved 50–100 service tickets weekly using ServiceNow, maintaining high documentation accuracy and strict adherence to SLA timelines.
- Served as a Subject Matter Expert (SME) for the support team, mentoring peers, answering technical questions, and sharing best practices.

EDUCATION

Cybersecurity Diploma | ABM College, Calgary, Alberta | September 2025
Bachelor of Science in Biology (BSc.Bio) | Adventist University of the Philippines | May 2019

EXAMS / CERTIFICATIONS

- | | |
|---|---------------|
| ○ CompTIA Secure Infrastructure Specialist (CSIS) | November 2025 |
| ○ CompTIA Network+ (N10-009) | November 2025 |
| ○ CompTIA Security+ (SY0-701) | November 2025 |
| ○ Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) | November 2025 |