

JOSHUA C. CERVANTES

IT Instructor • Industry Practitioner • CompTIA A+ Certified

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PROFESSIONAL PROFILE

IT professional with 6 years of hands-on industry experience (IT Support and Operations) transitioning into academe to teach from real-world practice, not theory alone. CompTIA A+ certified, CompTIA Network+ in progress, and Master of Science in Information Technology underway. Recognized in a live teaching demonstration for interactive, demo-driven delivery and subject mastery. Comfortable teaching the full range of learners from no computer background to advanced and delivering bilingually in English and Tagalog.

SUBJECTS QUALIFIED TO TEACH

Networking: Networking Fundamentals, OSI Model, TCP/IP, CompTIA Network+ topics, Cisco / Packet Tracer labs, routing & switching basics

Hardware & Servicing: PC Assembly & Troubleshooting, OS Installation, CompTIA A+ (Computer Systems Servicing)

Security: Network & Basic Security, cybersecurity fundamentals, baseline configuration & compliance

Intro Programming: Programming fundamentals & logic in C, C++, C#, Java, PHP; database basics with SQL

TEACHING & TRAINING EXPERIENCE

Technical Training & Knowledge Transfer — Intellicare & Smart Communications 2020 – 2026

- Onboarded IT staff and end-users on systems, tools, and SOPs; authored step-by-step documentation translating complex IT processes for non-technical users.

PROFESSIONAL IT EXPERIENCE

IT Support — Asalus Corporation (Intellicare) Apr 2023 – May 2026

- Diagnosed and resolved 150+ hardware/software incidents monthly across Windows/Linux, maintaining a 92% First-Contact Resolution rate.
- Deployed and configured 80+ workstations to security-baseline compliance; managed Active Directory accounts, GPO, and access controls.
- Led 3 OS/software migrations and hardware refreshes, improving system performance by 15%.

Operational Analyst — Smart Communications, Inc. Jun 2020 – Apr 2023

- Ran 24/7 monitoring of high-availability platforms at 99.9% uptime; managed 20+ critical escalations monthly to meet SLA targets.
- Coordinated migration of ISP circuits, surveillance, and biometric systems with zero downtime during an office transition.

EDUCATION & CERTIFICATIONS

Master of Science in Information Technology (MSIT) — entrance exam passed; in progress 2026

BS Information Technology — Bulacan State University (Bustos) 2019

Certifications: CompTIA Network+ (in progress, 2026) • CompTIA A+ (2025) • Google Cybersecurity Professional Certificate (2023) • Microsoft Azure Fundamentals AZ-900 (2024) • Oracle Cloud Infrastructure Foundations (2023)

TECHNICAL SKILLS

Networking: TCP/IP, DNS, DHCP, VPN, Router/Switch config, LAN/WAN troubleshooting, Cisco Packet Tracer, Wireshark, PuTTY

Programming: C, C++, C#, Java, PHP (introductory); SQL

Systems & OS: Windows 10/11, Windows Server, Linux CLI; Active Directory (GPO), ServiceNow, OSTicket

Security & Tools: Trellix, McAfee, baseline compliance; TeamViewer, AnyDesk