JERVIL ANGELO D. DE LEON

IT Support Professional | AWS Certified Cloud Practitioner | Cloud and Infrastructure
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PROFESSIONAL SUMMARY

IT support professional in HRIS Technical Support with hands-on AWS experience building serverless applications, event-driven APIs and secured EC2 infrastructure. AWS Certified Cloud Practitioner and AWS Certified AI Practitioner; Oracle Cloud Infrastructure (OCI) Foundations Associate and AI Foundations Associate. Skilled in AWS Lambda, API Gateway, DynamoDB, VPC networking, IAM least-privilege access, CloudWatch monitoring, Linux and troubleshooting. Seeking a Junior Cloud Engineer, AWS Cloud Engineer, Cloud Support Engineer, Infrastructure Engineer or Junior DevOps Engineer role.

TECHNICAL SKILLS

Cloud Platforms: Amazon Web Services (AWS), Oracle Cloud Infrastructure (OCI)

AWS Services: Amazon EC2, Amazon VPC, AWS IAM, IAM Identity Center, AWS Lambda, Amazon API Gateway, Amazon DynamoDB, Amazon S3, Amazon EBS, Amazon SNS, Amazon CloudWatch, AWS Systems Manager, Amazon Cognito, AWS AppSync, AWS Amplify, AWS Budgets

Cloud Concepts: serverless architecture, event-driven architecture, least privilege, security groups, monitoring and alerting, cost management, shared responsibility model

Infrastructure as Code and Deployment: AWS Amplify Gen 2 (AWS CDK, AWS CloudFormation), GitHub-connected continuous deployment, Git, GitHub

Networking: TCP/IP, DNS, DHCP, IPv4, IPv6, VLANs, static routing, subnets, route tables, internet gateway

Systems: Linux, Amazon Linux 2023, Nginx, Windows Server, Active Directory, VMware Workstation

Programming and Scripting: Python, PowerShell, C#, TypeScript, Next.js, HTML, CSS, REST API, GraphQL

Automation: Microsoft Power Automate, SharePoint, Excel Online, Power BI

IT Operations: technical support, incident management, troubleshooting, escalation, technical documentation, OS installation

PROFESSIONAL EXPERIENCE

HRIS Technical Support
First Maritime Shared Services / PTC Group | Makati City | Jul 2026 – Present

- Provide Level 1 technical support for the HRIS used by seafarers and office staff; troubleshoot user issues and escalate complex incidents.
- Support the vendor-led HRIS implementation through data gathering, template completion and progress monitoring.
- Automated tracking of ~29 implementation templates across 9 business units with a daily Power Automate flow that scans SharePoint, flags files stale after 7 days and feeds an Excel Online table and Power BI dashboard.
- Document procedures and known fixes to speed up resolution of recurring issues.

Field / Onsite Engineer
HP Service Center / Actionlabs IT Services Phils Corp | Makati City | May 2025 – Nov 2025

- Installed, repaired and troubleshot HP printers, POS systems, laptops and workstations at multiple client and partner sites.
- Performed operating system installation, hardware and software diagnostics, and incident handling in enterprise environments.
- Communicated with clients and partners to diagnose issues, set expectations and document resolutions.

IT Intern / C# Programmer
TechFactors Inc. | Quezon City | Jan 2024 – Jul 2024

- Contributed front-end and back-end C# development for company applications within the software development workflow.

PROJECTS

AWS Serverless HRIS Ticketing API
Technologies: AWS Lambda, Python, Amazon API Gateway, Amazon DynamoDB, DynamoDB Streams, Amazon SNS, Amazon CloudWatch, AWS IAM

- Built a serverless REST-style API with six routes for ticket CRUD, status and module filtering, summary reporting and priority-based SLA due dates.
- Designed a DynamoDB global secondary index (GSI) so status filters use queries instead of full-table scans.
- Implemented event-driven alerts with DynamoDB Streams, a second Lambda function and Amazon SNS email notifications for Critical tickets.
- Applied least-privilege IAM roles per function, API throttling, structured JSON logging and a CloudWatch alarm on Lambda errors.

Teolohiya.site (Live Serverless Web Application)
Technologies: AWS Amplify Gen 2, Amazon Cognito, AWS AppSync, Amazon DynamoDB, AWS Lambda, Amazon S3, Next.js, TypeScript

- Built and maintain a live moderated book-listing platform deployed in ap-southeast-1 with GitHub-connected deployments, a custom domain and HTTPS.
- Implemented role-based access control with Cognito groups, scoped IAM and S3 permissions, and server-side Lambda moderation with audit logging.
- Separated private and public DynamoDB data, used optimistic locking to prevent stale approvals, and controlled cost with serverless services and AWS Budgets alerts.

Secure EC2 Web Server
Technologies: Amazon EC2, Amazon VPC, Security Groups, AWS IAM, AWS Systems Manager, Amazon EBS, Nginx, Amazon Linux 2023

- Deployed an Nginx web server in a custom VPC with a public subnet, internet gateway and route table.
- Restricted SSH to a single IP address, enabled Session Manager access through an IAM instance role, enforced MFA on the root account and created EBS snapshot backups.

HRIS Template Completion Tracker
Technologies: Microsoft Power Automate, SharePoint, Excel Online, Power BI

- Built a scheduled workflow that upserts one row per file to prevent duplicates and powers a per-business-unit completion dashboard.

CERTIFICATIONS

AWS Certified Cloud Practitioner, Amazon Web Services, 2026
AWS Certified AI Practitioner, Amazon Web Services, 2026
Oracle Cloud Infrastructure Certified Foundations Associate, Oracle, 2026
Oracle Cloud Infrastructure Certified AI Foundations Associate, Oracle, 2026
Google IT Support Professional Certificate, Google, 2026
Google System Administration and IT Infrastructure Services, Google, 2026
Networking Basics, Cisco Networking Academy, 2026
NDG Linux Essentials, Cisco Networking Academy, 2023
CyberOps Associate, Cisco Networking Academy, 2022
CCNA: Switching, Routing, and Wireless Essentials, Cisco Networking Academy, 2022
Information Technology Specialist: Databases, Certiport, 2022
CCNA: Introduction to Networks, Cisco Networking Academy, 2021

EDUCATION

Bachelor of Science in Information Technology, Major in Animation and Game Development
FEU Institute of Technology | 2025