JERVIL ANGELO D. DE LEON



HRIS Technical Support | AWS & OCI Certified | Cloud & Infrastructure

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PROFESSIONAL SUMMARY

IT support professional working in HRIS Technical Support, with hands-on AWS project experience in serverless applications, VPC networking, identity and access management, and monitoring. **AWS Certified Cloud Practitioner** and **AWS Certified AI Practitioner**; **OCI Foundations** and **OCI AI Foundations Associate**. Built and maintain Teolohiya.site, a live moderated application on AWS Amplify Gen 2, Cognito, AppSync, DynamoDB, Lambda and S3. Brings structured troubleshooting, incident escalation and documentation practice from enterprise support and field engineering roles. Seeking junior cloud, cloud support or infrastructure engineering roles.

CORE COMPETENCIES

AWS: EC2, VPC, IAM, Lambda, API Gateway, DynamoDB, S3, EBS, SNS, CloudWatch, Cognito, AppSync, Amplify Gen 2, Systems Manager, Budgets

Infrastructure & Networking: Linux (Amazon Linux 2023), Nginx, Windows Server, Active Directory, VMware Workstation, TCP/IP, DNS, DHCP, VLANs, static routing

Development & Automation: Python, PowerShell, C#, TypeScript, Next.js, HTML/CSS, Git/GitHub, Power Automate, Power BI, SharePoint

Operations: Incident triage and escalation, hardware and software troubleshooting, least-privilege access, cost monitoring, technical documentation

PROFESSIONAL EXPERIENCE

HRIS Technical Support
Jul 2026 – Present

First Maritime Shared Services / PTC Group | Makati City

- Provide Level 1 support for the HR information system 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.
- Built a **daily Power Automate flow** that scans the SharePoint template library, flags files untouched for 7+ days and upserts their status into an Excel Online table feeding a **Power BI** dashboard, replacing manual checks of ~29 templates across 9 business units.
- Document procedures and known fixes to speed up resolution of recurring issues.

Field / Onsite Engineer
May 2025 – Nov 2025

HP Service Center / Actionlabs IT Services Phils Corp | Makati City

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

IT Intern / C# Programmer
Jan 2024 – Jul 2024

TechFactors Inc. | Quezon City

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

SELECTED CLOUD PROJECTS

Teolohiya.site — Live Serverless Book-Listing Platform teolohiya.site

Next.js, TypeScript, AWS Amplify Gen 2, Cognito, AppSync, DynamoDB, Lambda, S3 | ap-southeast-1

- Built and maintain a moderated platform for discovering Christian theological books in the Philippines, with GitHub-connected Amplify deployments, a custom domain and managed HTTPS.
- Kept listings private until approved: Lambda owns every moderation and role change, writes audit entries and publishes only sanitized listings to a public DynamoDB table; optimistic locking blocks stale approvals.
- Enforced role-based access with Cognito groups and scoped IAM and S3 permissions (private pending and public approved photo paths); kept costs usage-based with no always-on compute or NAT gateway, plus AWS Budgets alerts.

AWS Serverless HRIS Ticketing API github.com/jervilangelo/aws-serverless-ticketing-api

API Gateway (HTTP API), Lambda (Python 3.12), DynamoDB, DynamoDB Streams, SNS, CloudWatch, IAM

- Built a six-route ticket API (CRUD, status and module filters, summary reporting) with priority-based SLA due dates; a status-index GSI turns status filters into queries instead of full-table scans.
- Added event-driven alerting: DynamoDB Streams trigger a second Lambda that emails new Critical tickets through SNS, verified to arrive in about a minute.
- Applied one least-privilege IAM role per function with no resource wildcards, 5 req/s API throttling, structured JSON logs and a CloudWatch error alarm; used the logs to trace a 500 error to an empty DynamoDB key.

Secure EC2 Web Server github.com/jervilangelo/secure-ec2-web-server

EC2, VPC, Security Groups, IAM, Systems Manager Session Manager, EBS, Nginx, Amazon Linux 2023

- Deployed Nginx in a custom VPC (10.0.0.0/16) with a public subnet, internet gateway and route table; limited SSH to a single IP and enabled keyless Session Manager access through an instance IAM role.
- Secured the account with root MFA and a daily-use IAM user, set a budget alert, avoided NAT gateway cost, and backed up the volume with an EBS snapshot.

Also built: ECCM church website (ecc-manila.org; custom domain, sitemap and robots.txt) and a multi-page portfolio on GitHub Pages.

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 (Coursera):** IT Support Professional Certificate (2026); System Administration and IT Infrastructure Services (2026)
- **Cisco Networking Academy:** Networking Basics (2026); CCNA: Introduction to Networks (2021); CCNA: Switching, Routing and Wireless Essentials (2022); CyberOps Associate (2022); NDG Linux Essentials (2023)
- **IT Specialist: Databases** — Certiport, 2022

EDUCATION

Bachelor of Science in Information Technology, Major in Animation and Game Development **2025**

FEU Institute of Technology