

MA. JHENINA S. CAPULONG

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SUMMARY

I am a fourth-year Computer Science graduate with experience in IT support, troubleshooting, documentation, customer service, and administrative tasks. Through my internship and student assistant experience, I developed strong communication, problem-solving, and organizational skills while working in fast-paced environments. I am hardworking, adaptable, and willing to take on responsibilities, with a proven record of strong academic performance as a Magna Cum Laude graduate.

EXPERTISE

Technical assistance for daily operations | Basic network diagnostics | Connectivity testing and troubleshooting | IT asset management | Cabling and connectivity testing | Initiating and managing projects with confidence | Cross-functional support | Adaptability | Problem-solving | Quick learning

TECHNICAL SKILLS

Process documentation | IT documentation and standard procedures creation | Network setup and configuration | System maintenance and optimization | Backup management | Data analysis | Encryption | Email Management | Microsoft 365 and Power BI | Graphic design

EXPERIENCE

IT INTERN | Professional Business Outsourcing Global Limited, Inc. | Pampanga, Philippines Nov 2025 – March 2026

Provided hands-on technical support and assisted in maintaining IT systems, ensuring smooth day-to-day operations and user productivity.

- Resolved recurring hardware and software issues across desktops, laptops, and printers by conducting systematic troubleshooting, reducing user downtime and improving daily operations
- Supported users experiencing technical difficulties by providing hands-on troubleshooting and clear guidance, enabling faster issue resolution and improved user productivity
- Assisted in network setup challenges by installing cabling and configuring routers/switches, ensuring stable and reliable connectivity for workstations
- Addressed system performance issues by performing routine maintenance (updates, virus scans, optimization), helping maintain secure and efficient systems
- Improved equipment tracking by maintaining accurate IT asset inventory and records, reducing misplacement and ensuring accountability of devices
- Identified gaps in process clarity by creating and organizing IT documentation and standard procedures, making it easier to resolve common issues
- Enhanced knowledge sharing by documenting frequently encountered technical problems and solutions, supporting more efficient troubleshooting
- Supported multiple departments (HR, accounting, marketing) by assisting with operational and technical needs, helping streamline cross-functional workflows

STUDENT ASSISTANT (MUSEUM TOUR GUIDE) | Holy Angel University | Pampanga, Philippines Jan 2023 – Dec 2023

Supported daily museum operations by assisting visitors, managing schedules, and maintaining digital exhibits to ensure an organized and engaging experience.

- Enhanced visitor engagement by guiding tours through campus museums and clearly explaining exhibits, creating a more interactive and informative experience
- Increased awareness of museum activities by creating and posting content on the Facebook page to share updates and upcoming events
- Minimized exhibit downtime by troubleshooting kiosks and digital displays, ensuring continuous and smooth operation of interactive features
- Improved daily operations by organizing tour schedules and managing reservations, helping maintain a structured and efficient flow of visitors
- Strengthened visitor satisfaction by assisting with inquiries and providing a welcoming, informative experience throughout their visit

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE | Holy Angel University

Jun 2022 – Apr 2026

- Magna Cum Laude
- Best Computer Science On-The-Job Trainee
- President's Lister and Dean's Lister

CERTIFICATIONS

CompTIA IT Fundamentals CompTIA	2023
Cyber Threat Management Cisco	2024
CCNA Introduction to Networks Cisco	2024
Cisco English For IT 1 Cisco	2024
Introduction to Data Science Cisco	2025
Data Analytics Essentials Cisco	2025
Cisco English For IT 2 Cisco	2026
Data Visualization for Data Analysts and Analytics LinkedIn Learning	2026
Business Analytics Foundations Predictive, Prescriptive, And Experimental Analytics LinkedIn Learning	2026
Time Series Modeling in Excel, R, And Power BI LinkedIn Learning	2026
Microsoft Excel to Power BI LinkedIn Learning	2026
Cisco English For IT 2 Cisco	2026

SEMINARS

Cisco Student Regional Congress	2026
Compliance and Competence: DOLE and AI Shaping Tomorrows Workforce	2025
1st Regional AI Conference. Reinventing Learning through AI	2025
Decoding the Future An introduction to Artificial Intelligence and it's fundamentals	2023

PROJECTS

FURBE: A DOG MOOD DETECTOR ANALYSIS APP FOR ANDROID 2025

FurBe is a Flutter mobile app that detects a dog's emotion in real time using an on-device TensorFlow Lite model. It classifies frames into happy, sad, angry, and scared, aggregates decisions across multiple frames for stability, and logs results for later analysis.

The system also features a calendar interface that visually highlights average daily mood detections. To support more detailed record keeping, the application allows users to save notes alongside each logged mood detection, enabling them to add observations, behavioral context, or related events. This enhances the usefulness of the logs for tracking and analysis.

Ultimately, this tool aims to help reduce dog aggression incidents by helping owners better understand their pets' moods.

REFERENCES

CHRIS ALMOCERA:

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