

ROY HEINRICH A. DELGADO

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PROFESSIONAL SUMMARY

IT graduate and IT Application Support Specialist with hands-on experience in application support, incident troubleshooting, systems/UAT testing, helpdesk resolution, and technical documentation across government and institutional environments. Developed and deployed a Laravel-based digital logbook system achieving 90% uptime and 100+ daily entries, covering the full application lifecycle from build to rollout. Built a full-stack alumni tracking platform using React 19, TypeScript, TanStack Start, and PHP REST API with Neon PostgreSQL, featuring an Excel/CSV import pipeline and multi-role OTP authentication. Civil Service Commission (CSC) Professional Level passer and Director's Honor List awardee (2023-2026).

CORE COMPETENCIES

IT Application Support | Technical Troubleshooting | Network Troubleshooting & Security Fundamentals | Windows & Linux OS Support | Incident Documentation & Resolution | Helpdesk & End-User Support | UAT & Systems Testing | Application Deployment Support | SLA-Driven Issue Resolution | Data Validation (Excel/SQL) | Customer Service | Cross-Functional Collaboration

TECHNICAL SKILLS

App Support: Troubleshooting, incident documentation, file monitoring & recovery, systems/UAT testing, application rollout & deployment support, helpdesk assistance, SLA-based resolution

Languages & Frameworks: PHP, Laravel, Python, FastAPI, JavaScript, TypeScript, React 19, TanStack Start/Router/Query, Java, VB.Net

Databases & APIs: MySQL, PostgreSQL (Neon), Supabase, Redis, RESTful APIs, SQL query optimization, data validation

Data & Tools: Microsoft Excel (VLOOKUP, data validation, comparison), SheetJS/xlsx, CSV parsing, Git, GitHub, Docker, Hostinger

Security & Productivity: OTP/SMTP authentication, rate-limiting, session management, SQL injection protection, technical writing, Microsoft Office Suite

Networking & Security Fundamentals: TCP/IP, network troubleshooting, DNS, connectivity diagnostics, IT security fundamentals (Coursera-certified)

Operating Systems: Windows & Linux OS support, command-line (Bash/CLI), file systems, process/resource management, system configuration & troubleshooting (Coursera-certified)

EXPERIENCE

OJT Intern - IT Application & Technical Support

Jan 2026 - Apr 2026

Department of Information and Communications Technology (DICT) - Aklan Provincial Field Office, Kalibo, Aklan

- Developed and deployed the DICT DTC Aklan Digital Logbook System (Laravel/PHP) through full application lifecycle testing, achieving 90% uptime and 100+ daily entries at production launch.
- Validated and compared 100+ daily log entries using Excel to verify submission accuracy and consistency, eliminating data discrepancies prior to supervisor review.
- Prepared and submitted 5 technical documents per week - including system logs, process guides, and incident reports - maintaining a complete and audit-ready documentation trail for the deployed system.
- Provided on-site ICT technical support for 2 large-scale Skills Training programs and a 3-day eLGU System Refresher Training, enabling uninterrupted sessions for government and military personnel.

Student Assistant - Technical Support

Sep 2023 - Sep 2024

Guidance and Counseling Service Office, Aklan State University, Kalibo, Aklan

- Deployed and maintained an informational website (Hostinger), tripling student access to counseling resources within the first month and centralizing services for 200+ students on a single platform.
- Streamlined announcement distribution by implementing a CMS for non-technical staff, reducing manual distribution time by ~40% and eliminating IT dependency for routine updates.
- Diagnosed and resolved system and application issues during GCSO events within 5-10 minutes per incident, maintaining uninterrupted event operations across all sessions.
- Provided IT helpdesk-style assistance to 30+ faculty and students per semester, documenting recurring issues and escalating to senior staff, achieving an average resolution time of under 15 minutes.

LEADERSHIP AND ACTIVITIES

Technical Staff - ASU Job Fair 2024

May 2024

Guidance and Counseling Service Office, Aklan State University, Kalibo, Aklan

- Configured and maintained 5 computer systems for 300+ attendees, reducing applicant wait times by ~30% through proactive setup and monitoring.
- Assisted 80+ applicants in navigating digital registration forms and online platforms, resolving navigation issues on the spot and improving completion rates.
- Resolved all on-site technical issues within a 5-10 minute average, sustaining 100% system uptime for the full duration of the event.

DICT Virtual Assistance Training - Participant

June 2026

Department of Information and Communications Technology (DICT)

- Completed intensive virtual assistance training focused on digital productivity tools, client communication, administrative task management, and remote work best practices.

- Earned Medalist distinction - the top graduate recognition - and secured an actual client engagement upon training completion, demonstrating immediate real-world application of acquired skills.

CERTIFICATES & ELIGIBILITY

- Civil Service Commission (CSC) - Professional Level Passed - March 2025
- Google - Technical Support Fundamentals (94.17%) - June 2026
- Coursera - IT Security: Defense Against the Digital Dark Arts (92.85%) - July 2026
- Coursera - The Bits and Bytes of Computer Networking (98.50%) - July 2026
- Coursera - Operating Systems and You: Becoming a Power User (96.66%) - July 2026
- Cisco Networking Academy - JavaScript Essentials 1 - Sep 2025
- DICT Virtual Assistance Training - Medalist Distinction - June 2026

AWARDS & RECOGNITION

- Director's Honor List, Aklan State University - 2023-2026
- Academic Excellence Award, Aklan State University - June 2026
- Medalist, DICT Virtual Assistance Training - Acquired a client post-training - June 2026

KEY PROJECTS

PFLC Alumni Tracker & Admin Portal

React 19, TypeScript, TanStack Start, PHP, Neon PostgreSQL, Supabase, Tailwind CSS, Vite, Radix UI

- Architected and built a full-stack alumni tracking platform to streamline student record management, cohort promotions, and fee tracking for 500+ student records - reducing administrative onboarding and registration time by ~80% through bulk Excel/CSV import operations and automated cohort promotion tools.
- Designed a custom REST API in PHP using transactional repository patterns and automated memory caching, cutting average API response time to under 200ms; built a fallback mechanism redirecting media uploads to local storage during Supabase cloud outages, sustaining 99%+ operational continuity.
- Built a multi-step Excel/CSV import pipeline with SheetJS (xlsx) and custom schema validation, processing 500+ legacy records per batch; implemented an interactive Conflict Resolution Wizard for side-by-side duplicate merging, achieving 100% database integrity across all student records.
- Implemented secure, multi-role authentication with SMTP-driven 6-digit OTP recovery, rate-limiting (429 Too Many Requests), and inactivity-based session expiration - reducing unauthorized access risk by eliminating static password vulnerabilities across 3 staff role tiers.
- Leveraged React 19 and TanStack Stack (TanStack Start, TanStack Router, TanStack Query) for type-safe routing and parallel data fetching, achieving <1.5s initial load time; used Tailwind CSS and Radix UI primitives for accessible, responsive dashboard views across 5+ admin modules.

DICT DTC Aklan Digital Logbook System

PHP, Laravel, JavaScript, HTML, CSS, MySQL, GitHub

- Developed a full-stack web application (PHP/Laravel; JavaScript, HTML, CSS) sustaining 90% uptime with 100+ entries/day, managing the complete rollout lifecycle from development through user acceptance testing.
- Implemented SQL injection protection and dynamic logging; maintained version control across 11 GitHub repositories; used Excel and SQL queries for data validation and performance monitoring.

Multilingual School Chatbot - Tomas S.M. Bautista Elementary School

Python, NLTK, TextBlob, FastAPI, Redis, Supabase, Render

- Planned and deployed a multilingual chatbot (English, Tagalog, Aklanon) handling 50+ FAQs with 95%+ intent accuracy across 15+ categories, improving query accuracy by 60% over the baseline.
- Built Python NLP engine (NLTK, TextBlob) with FastAPI, RESTful APIs, Redis caching (80%+ hit rate), and Supabase; deployed on Render sustaining <2s response times for 100+ concurrent users.

EDUCATION

Bachelor of Science in Information Technology

June 2026

Aklan State University, Kalibo, Aklan