MARC VINCENT MANEJA

IT Support | Administrative Support | Virtual Assistance | Quality Assurance
| | linkedin.com/in/marcus-maneja-a13599243 |
https://jobseekers.ph/marcvincentmaneja

PROFESSIONAL SUMMARY

Detail-oriented Information Technology professional with experience in technical support, administrative support, quality assurance, digital platform management, website development, and multimedia content creation. Experienced in troubleshooting user issues, managing accounts and permissions, maintaining learning platforms, updating digital content, and evaluating AI and educational technology tools to improve workflows. Cum Laude graduate with strong organizational, problem-solving, communication, and technology skills.

CORE COMPETENCIES

Technical Support • Troubleshooting • Administrative Support • Data Entry • Quality Assurance • User Account Management • Microsoft Office • Website Development • HTML • CSS • Basic Laravel • Canva • Adobe Photoshop • Figma • Filmora • Graphic Design • Digital Content Management • AI Tools • Workflow Improvement

PROFESSIONAL EXPERIENCE

- **IT and Innovation Assistant** ***Aug 2023- Aug 2026***
  Quezon City, Philippines
  - Provide technical support and troubleshoot user and system issues to support reliable day-to-day operations and minimize downtime.
  - Manage user accounts, permissions, and network access while supporting secure and organized system administration.
  - Assist with IT projects, including system upgrades, migrations, and implementation of new technologies.
  - Develop, maintain, and update the QA App, ensuring learning materials, assessments, and digital resources remain accurate and accessible.
  - Perform quality assurance and maintenance on digital learning platforms and provide technical and multimedia support for online learning programs.
  - Research and evaluate AI tools and educational technologies, recommending solutions that improve content creation, automation, collaboration, and workflow efficiency.

- **Intern – Quality Assurance Office | Mariano Marcos State University** ***Sep 2022–Jan 2023***
  Ilocos Norte, Philippines
  - Designed and developed the official Quality Assurance Office website with a user-friendly interface.
  - Supported client inquiries and resolved technical concerns related to office digital services.

- **Freelance Graphic Artist** ***2020–2022***
  Ilocos Norte, Philippines
  - Designed logos, product packaging, invitations, tarpaulins, and infographics based on client requirements.

PROJECTS

- PLE REAP READINESS SYSTEM: AI-powered machine learning project designed to predict medical students' licensure examination readiness using diagnostic, pre-test, post-test, progress evaluation, and mock board examination performance.
- Ravenclaw Tower: Interactive online discussion platform for students and educators to exchange ideas, ask questions, share learning materials, and collaborate on academic topics.
- PLE REAP Sorting Hat: Web-based feature that classifies students using learning characteristics, study habits, and assessment results to support personalized learning strategies.
- AbelAble – Interactive mobile learning application focused on Ilocos loom weaving.

EDUCATION

Bachelor of Science in Information Technology | Cum Laude **Jul 2023**
Mariano Marcos State University

TECHNICAL SKILLS

Tools & Technologies: Microsoft Office, HTML, CSS, Basic Laravel, Adobe Photoshop, Canva, Figma, Filmora
Functional Skills: Technical Support, Website Development, Graphic Design, Quality Assurance, Digital Platform Maintenance, Data Entry, Content Creation

AWARDS

- Cum Laude
- 2nd Place Best Abstract – International Undergraduate Research Congress (2023)
- 1st Best Abstract – Student Research Summit (2023)
- GIGA 50 Semifinalist – InnoGen 3.0 Smart Innovation (2023)