

Christian Marc S. Fernandez

Philippines 8100 • +639392914530 • +6309368115915 • cfmark406@gmail.com

Portfolio: ghl.cmfernandez.online

SUMMARY

BS Information Technology graduate with experience in technical support, web development, and workflow automation. Skilled in GoHighLevel (GHL), n8n, and CRM tools to build lead capture systems and automate processes. Experienced in website maintenance, data handling, and network troubleshooting. Detail-oriented and reliable, with a strong focus on improving efficiency and supporting business operations.

WORK EXPERIENCE

TECHNICAL / WEB SUPPORT DEVELOPER (RELOAD Media) - July 2024 – Jan 2026

Tech Used: VS Code, Tailwind, Vercel, Cloudflare, Github, Bootstrap, JavaScript, ChatGPT

- Assisted in maintaining and updating landing pages and website content using modern web tools.
- Managed and monitored domains through Cloudflare to ensure website uptime and stability.
- Supported website organization, updates, and basic technical adjustments.
- Assisted in tracking and managing digital campaign tools and reporting data (Facebook & TikTok ads).
- Worked with affiliate tracking systems (Volum) for monitoring campaign performance.

TECHNICAL SUPPORT (LYR Group of Companies) - Aug 2022 – Nov 2023

Tech Used: Anydesk, Mikrotik, TP-Link, Ticketing System, Network Diagnostic Tools

- Provided technical support to users by handling service tickets and resolving system issues.
- Assisted in maintaining and documenting network and system configurations across branches.
- Performed troubleshooting for connectivity and system-related issues (internet, access, and basic network problems).
- Updated records and documentation for network setup, changes, and technical reports.
- Coordinated with teams to ensure issues were resolved within required response time (SLA compliance).
- Assisted in basic network setup and maintenance under supervision.

TECHNICAL SKILLS

Administrative & Office Tools: MS (Word, Excel), Adobe (Premiere, Photoshop) Google Sheet, Slack, CRM Tool (basic usage), ChatGPT.

GHL & Automation: GoHighLevel (GHL), n8n, Basic Workflow Automation, Lead Capture Forms, Booking Automation, Contact Tagging, Email/SMS Automation.

Data & Content Handling: Data Entry, Data Organization, PDF Encoding, File Management, Basic Reporting and Documentation.

Web development: HTML5, CSS3, JavaScript, Tailwind CSS, Material UI, Bootstrap. Laravel, Node.JS, Rest API, GitHub, Cloudflare, MySQL Vercel, Laravel Blade, Laravel Livewire. GHL and Google Analytics, Postman, VSCode.

Networking & Support: Mikrotik, PBX VOIP, LAN/WAN, Setup, Maintenance, Network Troubleshooting, Omada Cloud, Tplink, VLAN tagging/trunk, OLT Configuration. CCTV installation, Ubiquiti Unifi.

SOFT SKILLS

- Client Communication & Collaboration (written/chat support)
- Task Tracking
- Attention to Detail
- Time Management
- Critical Thinking, Problem Solving

EDUCATION

Bachelor's Degree in Information Technology

University of Mindanao Tagum College

2018 – Jun 2023

- Graduated with Specialization in Network Configuration

CERTIFICATES

- Mikrotik Certified Network Associate (MTCNA): Inquirinity Corporation (Aug 2023)
- Cybersecurity: All Need You Know About Comptia Sec+ – TechAcademy (Jun 2023)
- Levelup IT Career by Becoming CCNA – TechAcademy (Aug 2023)
- Yeastar Certified Technician P-Series PBX System (Aug 2023)