Josue A. Garcia II

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PROFESSIONAL SUMMARY

IT Specialist with 7+ years of technical support and systems administration at four companies, including support for branches in the Philippines, India, and the US. Manages Active Directory and Azure AD, administers Microsoft 365, manages Windows and Mac devices with SCCM and Jamf, sets up networks, and works incidents through tickets in Jira, iTop, HubSpot, and ServiceNow. Now a Junior Database Administrator at Owens Asia, Inc.; the role includes server monitoring, backups, and incident troubleshooting.

EXPERIENCE

Owens Asia, Inc. Clark Freeport Zone, Pampanga
Junior Database Administrator Jul 2026 to Present

- Monitor and maintain 15 databases across production and lower environments, and work with developers to apply the changes they need.
- Investigate client-reported issues using Google Cloud load balancer HTTP request logs in BigQuery, and raise tickets to get missing tracing data added.
- Maintain automated database backups every 4 hours with 14-day retention, and built a restoration automation that recovers data to a chosen date.
- Resolved a replication failure caused by a stored procedure running under the root account by creating a dedicated least-privilege user.

IT Specialist Mar 2023 to Jun 2026

- Provided technical support for hardware and software issues and answered user inquiries.
- Managed IT inventory lists for branches in the Philippines, India, and the US.
- Performed hardware inventory audits, maintenance, troubleshooting, and equipment deployment across multiple branches.
- Handled user account onboarding and offboarding in line with security compliance requirements.
- Resolved two company-wide outages (VPN and a website users could not reach): found that server disk and CPU usage had reached maximum from too many connections and heavy requests, increased the server's thread limit, and restarted it.
- Monitored virtual machine performance (storage, memory, error logs) across environments and worked with other teams to resolve incidents through Jira, iTop, and HubSpot.
- Logged and tracked issues in Jira, iTop, and HubSpot tickets until they were resolved, and escalated them when needed.
- Wrote documentation for new IT assets and updated existing documents after changes or upgrades.
- Built a Python data validation pipeline that replaced manual file verification: it tracks backup drive operations, audits integrity, and sends daily summaries of missing files.
- Wrote a Google Apps Script tool that generates the HTML for marketing emails, cutting production time by up to 83% (from 1 hour to 10 minutes) and removing the manual command-line steps.
- Built and maintained Data Studio dashboards for production and infrastructure KPIs, used by several global operations teams.

Stefanini Philippines Pasay City, Philippines
Information Technology Specialist Nov 2021 to Jul 2022

- Set up laptops and desktops and installed the onboarding and general applications.
- Applied OS patches and application updates on Windows machines using SCCM and on Mac machines using Jamf.
- Administered Microsoft 365, including the admin center, compliance, Teams, SharePoint, and OneDrive.
- Managed Active Directory and Azure AD.
- Audited IT hardware assets and evaluated whether devices were still usable.

Dnata Travel, Inc. Clark Freeport Zone, Pampanga
Information Technology Specialist Nov 2019 to Jul 2021

- Set up the network for a building of several hundred employees: firewalls, switches, routers, Wi-Fi, and endpoints.
- Managed Active Directory and Azure AD.
- Used SCCM for OS patching and application updates.

- Reviewed daily system logs and ticket records to find recurring hardware and software problems to cover in user training.

Clark Airport Support Services, Corp. Clark Freeport Zone, Pampanga
Information Technology Officer (promoted from IT Staff, May 2018) Feb 2018 to Nov 2019

- As the sole IT staff member, supported IT infrastructure, managed Active Directory, performed preventive maintenance, and helped with system upgrades.

HOME LAB

- Self-hosted servers: deployed and operate two Linux servers running about 40 Docker containers (databases, monitoring, internal web apps, media). They are reachable only over a Tailscale private network, and the services come back on their own after a reboot.
- Monitoring: deployed Prometheus, Grafana, and Uptime Kuma (36 service monitors) with alerts to Discord, and used them to catch and fix outages such as a service that lost its network after a restart.

SKILLS

IT Administration: Active Directory, Azure AD (Microsoft Entra ID), Microsoft 365 (admin center, compliance, Teams, SharePoint, OneDrive), SCCM (Microsoft Configuration Manager), Jamf, Windows and Mac support

Networking & Infrastructure: Firewalls, switches, routers, Wi-Fi, VPN, Tailscale, Linux (Debian), Virtual Machines, Docker

Ticketing & ITSM: Jira, iTop, HubSpot, ServiceNow

Monitoring: Prometheus, Grafana, Uptime Kuma, Google Cloud logging

Scripting & Automation: PowerShell, Bash, Python (basic scripting), Google Apps Script, JavaScript

Data & Cloud: MySQL, Google BigQuery, GCP CloudSQL, Data Studio (formerly Looker Studio)

Languages: English (Fluent), Filipino/Tagalog (Native)

EDUCATION & CERTIFICATIONS

Cagayan State University - Carig Campus Graduated Dec 2017
Bachelor of Science in Information Technology (Concentration in Programming)

Google Data Analytics Professional Certificate Coursera • Completed May 2026
SQL, spreadsheets, Tableau, and the full data lifecycle

Google Business Intelligence Professional Certificate Coursera • In Progress
Data warehousing, ETL pipelines, and performance monitoring dashboard design