

Gregg Alexander Soco Marayan

Software Developer | IT Support | Network & Security Fundamentals

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SUMMARY

IT graduate with 6 months of full-stack development experience (React, Next.js, Node.js) from a software developer internship, plus over a year of quality assurance and customer support experience in a high-volume call center environment. Improved efficiency by 25% through standardized QA processes and resolved customer and technical issues at a 90% first-contact rate. Cisco CyberOps Associate and Fortinet NSE 1 certified, with hands-on lab experience configuring Cisco routers and switches. Open to software development, network/security support, NOC/SOC, and IT helpdesk roles.

PROFESSIONAL EXPERIENCE

Software Developer Intern

Oct 2025 – Mar 2026

JobTarget Talleco — Cebu City, Philippines

- Built and maintained Python scraping scripts to extract and structure job posting data, handling 5 to 10 ticket-based updates per shift, each cascaded to the production database
- Developed backend and templating features using Twig and JavaScript, with API endpoints documented and tested via Swagger
- Collaborated in an Agile team using Git and GitLab for version control and code review, and Jira for sprint tracking

Quality Assurance Analyst

Oct 2022 – Jul 2023

Staff Outsourcing Solutions — Cebu City, Philippines

- Applied standardized quality assurance protocols in a call center environment
- Streamlined QA communication across teams, improving efficiency by 25%
- Built issue tracking workflows that improved identification and resolution turnaround

Customer Service Representative

Jun 2022 – Oct 2022

Staff Outsourcing Solutions — Cebu City, Philippines

- Resolved customer and technical inquiries at a 90% first-contact resolution rate in a high-volume support environment
- Managed technical support escalations, providing accurate information and clear next steps
- Supported customer retention through consistent, professional service delivery

CERTIFICATIONS

Fortinet NSE 1 Certified in Cybersecurity — Fortinet (2026) | [Credly](#)

Fortinet Cybersecurity and Cloud Fundamentals 1.0 — Fortinet (2026) | [Credly](#)

CyberOps Associate — Cisco Networking Academy (Oct 2024): Intrusion analysis, security monitoring, SecOps | [Credly](#)

Introduction to Cybersecurity — Cisco Networking Academy (Aug 2024): Threat detection, data privacy, cyber risk fundamentals | [Credly](#)

SKILLS

Networking & Security: TCP/IP, Subnetting, VLANs, Routing & Switching, DHCP/DNS, OSI Model, Cisco Packet Tracer, Wireshark (familiar), Firewalls, IDS/IPS Concepts

Programming & Web: JavaScript, TypeScript, React, Next.js, Node.js, Python, Java, SQL, PostgreSQL, C/C++

Tools & Practices: Git, GitLab, Jira, Swagger, Agile Development, Test Automation, Defect Tracking, Debugging

PROJECTS

Lost & Found Platform — Full-stack app (React, Next.js, Node.js, PostgreSQL) for reporting and recovering lost items; optimized database queries for performance.

EDUCATION

University of San Carlos

Jan 2022 – Jul 2026

Bachelor of Science in Information Technology — Cebu City, Philippines

LANGUAGES

English: Advanced (C1) **Filipino:** Proficient (C2)