

CYRIL ANTHONY EBON

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PROFESSIONAL EXPERIENCE

Supporting Enterprises - Cebu Business Park, Cebu City

March 2025 - 2026

Technical Support (Email & SMS)

- Provided technical support to global Shopify merchants, resolving complex issues while consistently exceeding SLA, KPI, and CSAT targets through analytical troubleshooting, proactive communication, and customer-focused issue resolution.
- Resolved complex technical issues involving Email & SMS campaigns, Shopify integrations, DNS authentication (SPF, DKIM, and DMARC), REST APIs, and automation workflows, minimizing downtime and ensuring reliable platform performance.
- Partnered with Engineering, Product, and Technical teams to conduct Root Cause Analysis (RCA), resolve escalated issues, and implement scalable solutions that reduced recurring issues, improved operational efficiency, and enhanced the overall customer experience.

Southern Convergence Technologies Corporation - Sta. Cruz Antipolo City

February 2021 - 2025

Web Application Developer | System Admin

- Led the end-to-end development of the School Fees Application System Technology (SFAST) and Prime Document Online Tracking System (PDOTS), improving operational efficiency by 50% and reducing document retrieval and processing time by 70% through workflow automation and system optimization.
- Designed, developed, tested, and maintained enterprise web applications using Vue.js, JavaScript, Node.js, REST APIs, and database technologies, delivering scalable business solutions.
- Collaborated with project managers, stakeholders, conduct code reviews, and deliver high-quality software using Agile development practices, ensuring data integrity.

Pinnacle Real Estate Consulting Services Inc. - Makati City, Metro Manila

March 2020 - 2021

IT Services Support Specialist

- Delivered Tier 1 and Tier 2 technical support by resolving hardware, software, Windows OS, and network issues, reducing service interruptions and enabling employees to quickly resume business-critical operations.
- Managed Active Directory (AD), Windows Server, and endpoint devices by provisioning user accounts, deploying software, configuring IT infrastructure and ensuring secure access management.
- Investigated and resolved incidents involving network connectivity, user access, hardware configuration, and system performance, reducing recurring technical issues, and improving overall system availability.

CORE COMPETENCIES

- **Technical Support:** SaaS Technical Support, Incident & Ticket Management, Root Cause Analysis (RCA).
- **IT Infrastructure:** Windows Server, Active Directory (AD), Windows 10/11 Administration, User & Access Management, Software Deployment, Domain Configuration, Network Troubleshooting, TCP/IP, DNS Management, SPF, DKIM, Domain Verification.
- **Software Development:** JavaScript, Vue.js, Node.js, HTML5, CSS3, Tailwind CSS, RESTful APIs, SQL, Git, GitHub.
- **Platforms & Tools:** Salesforce, Jira, Shopify Admin, Shopify Partners, Figma, Slacks, SendGrid, Postman, GitHub Copilot, ChatGPT, Claude, Cursor AI.
- **Professional Strengths:** Analytical Thinking, Problem Solving, Cross-functional Collaboration, Adaptability, Attention to Detail, Time Management and Continuous Learning.

EDUCATION

SAMAR STATE UNIVERSITY (SSU) - Catbalogan City

June 2015 – 2019

Bachelor of Science in Information Technology

- Best Research Capstone Project Award – Recognized for excellence in software development and innovation.
- Regional & Provincial Research Qualifier – Presented an IT research in regional and provincial competitions.
- SSU CAS Programming Competition Participant – Competed in software development and programming challenges.

CERTIFICATIONS

- **Computer System Servicing NC II** — TESDA | 2024
- **IT Help Desk Professional** — Udemy | 2025
- **Security Awareness Training** — Udemy | 2025
- **Modern JavaScript (Complete Guide)** — Udemy | 2025
- **Complete Virtual Assistant Training** — AI-Powered VA Bootcamp | 2026
- **Digital Marketing Certified** — HubSpot Academy | 2026

REFERENCE

- Available upon request