PAOLO DOMINIC A. ZAFRA
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SUMMARY

Computer Engineering graduate with experience in IT support, technical troubleshooting, and building web-based and cloud-hosted systems. Skilled in diagnosing hardware, software, and network connectivity issues, with hands-on experience using AWS, Python, JavaScript, and website technologies. Seeking a remote technical support or virtual assistant role where I can contribute to technical operations, customer support, and process improvement.

EXPERIENCE

Dr. Jose N. Rodriguez Memorial Hospital and Sanitarium — Caloocan City, Metro Manila
Information Technology Support Intern — Apr 2025 – Jun 2025

- Troubleshot hardware, software, printer, and network connectivity issues across multiple hospital departments.
- Assisted with preventive maintenance of computers and printers, including hardware cleaning and basic system maintenance.
- Recorded and organized IT service requests, coordinating with department personnel to verify reported issues and service records.
- Assisted in troubleshooting browser-based applications by investigating system access and connectivity issues.
- Supported IT infrastructure maintenance, departmental equipment relocation, and inventory tracking of defective computers, printers, UPS units, and other electronic equipment.

PROJECTS

Cloud Resume Project (AWS, Terraform, CI/CD)
Personal Project | 2026

- Designed and deployed a **serverless cloud architecture** using AWS (S3, CloudFront, API Gateway, Lambda, DynamoDB)
- Built a dynamic visitor tracking system with **duplicate filtering and cooldown-based logic**
- Secured infrastructure using **IAM and Origin Access Control (OAC)** to restrict direct S3 access
- Implemented **Infrastructure as Code (Terraform)** with remote state for consistent deployments
- Developed **CI/CD pipelines using GitHub Actions with OIDC authentication** for secure, automated deployment
- Investigated and resolved **unexpected AWS cost issues related to WAF and resource lifecycle**
- Designed system with **scalability, cost-efficiency, and separation of concerns**
- Reduced unnecessary AWS cost after identifying WAF misconfiguration

Wi-Vou: Wi-Fi Voucher Dispenser System (Best Embedded Systems Project)
Embedded Systems Project | 2025

- Developed an embedded system using ESP32 for automated Wi-Fi voucher distribution
- Integrated hardware and software for real-time user interaction
- Designed backend logic for tracking user registration and voucher allocation
- Built a web interface for monitoring and control
- Awarded **Best Embedded Systems Project**

EDUCATION

National University Fairview — Quezon City, Metro Manila
Bachelor of Science in Computer Engineering — A.Y. 2021-2025

- Computer Engineering Dean's Lister (2021-2024)

SKILLS

Cloud and DevOps:

- AWS (S3, CloudFront, Lambda, API Gateway, DynamoDB, IAM, CloudWatch)
- Terraform (Infrastructure as Code)
- GitHub Actions (CI/CD)

Programming: Python, JavaScript, C++
Web Development: HTML, CSS, JavaScript
Tools & Systems: Git, Linux (basic), REST APIs, OIDC