

Shreyansh “Rey” M. Jain

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CAREER SUMMARY

IT & E-Commerce Business Lead at Pharmastar International Trading Corporation (October 2024 - Present)

As the sole in-house IT and e-commerce lead, I oversee the design, deployment, and protection of all business-critical systems spanning infrastructure, software, and online retail platforms. I bridge technology and operations by building scalable tools, securing data environments, and driving e-commerce growth across multiple digital marketplaces. Additionally, I have experience implementing custom functionality within Wix Studio for dynamic websites and client-facing digital platforms.

Key Responsibilities

- **System Development & Integration:** Designed and deployed PHP/MySQL applications for task management, inventory tracking, and invoicing, embedding RBAC, audit logs, automated reporting, and role-based permissions.
- **Infrastructure & Cybersecurity Management:** Administer and secure Linux and Windows servers (on-premise and hosted), manage DNS/SSL configurations, perform regular patching, backups, and DR drills, and enforce least-privilege access policies.
- **Laboratory Information System (LIS) Implementation:** Oversaw end-to-end deployment of a turnkey LIS from vendor coordination and master data migration to UAT, training, and post-launch maintenance, ensuring compliance with data integrity and privacy standards.
- **Data Security & Automation:** Deployed a secure heartbeat-data server with SFTP/API ingestion, encryption at rest and in transit, de-identification processes, and checksum validation.
- **E-Commerce Operations:** Built and optimized Shopee, Lazada, and TikTok Shop catalogs; launched a Shopify storefront end-to-end, managing theme customization, payment gateways, and SEO.
- **Digital Marketing & Analytics:** Managed Facebook Ads and A/B testing initiatives to increase traffic and ROAS; introduced automated CSV/PDF exports and dashboards for faster reporting.
- **Internal IT Support & Maintenance:** Provide full-spectrum IT support, including network configuration, system installation, printer and workstation setup, and troubleshooting of hardware, software, and connectivity issues.
- **Process Optimization & Documentation:** Authored IT SOPs, user guides, and automation scripts that reduced incident MTTR, strengthened security compliance, and standardized tech workflows across departments.
- **Explored and implemented AI-assisted application development** workflows using low-code and code-augmented platforms (including early-stage work with Base44-style tools) to accelerate internal tool delivery, while maintaining control over permissions, integrations, and security configurations.

Core Tech Stack:

- *PHP (procedural) · MySQL · HTML/CSS/JS · jQuery · Git · Linux/Windows Server · cPanel/XAMPP · IIS/Apache · DNS/SSL · SFTP/API · Basic ETL/data cleaning · Shopify · Facebook Ads · Lazada/Shopee/TikTok Shop · Endpoint Security*

SDE (Backend Developer) at SmartByte Solutions (November 2023 - September 2024)

Led the development and delivery of a custom web-based tool, overseeing both project management and backend engineering. Acted as the bridge between clients and the dev team to ensure technical accuracy, smooth delivery, and client satisfaction across all milestones.

Key Responsibilities

- **Project Leadership & Coordination:** Managed the full lifecycle of a client project, defining scope, assigning deliverables, tracking progress, and ensuring timely completion within quality standards.
- **Backend Development:** Engineered and maintained the backend architecture for a web-based tool, optimizing database structures, API integrations, and system performance.
- **API Integration:** Built and deployed OAuth-based integrations with TikTok and Meta Ads APIs, handling token exchange, refresh cycles, secure storage, and structured data ingestion into a custom-built analytics web application.

- **Server & Hosting Management:** Set up, configured, and maintained hosting environments, web servers, and database connections to ensure uptime, data integrity, and security.
- **Client Communication & Reporting:** Provided consistent project updates, managed feedback loops, and maintained a strong client–developer relationship throughout delivery.
- **Developed and customized websites using Wix Studio (Velo),** implementing custom JavaScript logic, dynamic content collections, conditional UI rendering, and basic API integrations to extend default platform capabilities.
- **Regularly communicate technical architecture decisions** and system trade-offs to non-technical stakeholders through documentation, email updates, and video calls.

Tech Stack & Tools:

- PHP · MySQL · JavaScript · HTML/CSS · Wix Studio (Velo) · REST API Integration · OAuth-based authentication · API Integration (TikTok, Meta) · Git · Project Management Tools · Hosting Setup & Maintenance

SDE L1 Engineer at Hexaroot Solutions (Apr 2023 – Oct 2023)

Served as the key point of contact for technical project management and on-site IT operations. Led a small but agile team in executing infrastructure audits, hardware performance testing, and system maintenance for client assets, balancing both hands-on troubleshooting and stakeholder coordination.

Key Responsibilities

- Directed end-to-end project execution, from securing site permits to project completion and client sign-off.
- Conducted comprehensive on-site surveys and audits of Willis Towers Watson’s servers and systems.
- Oversaw preventive maintenance, performance testing, and quality checks to ensure all tools and equipment met compliance standards.
- Provided Level 1 IT support, diagnosing and resolving hardware/software issues to reduce downtime.
- Coordinated with vendors and internal teams to streamline workflows and ensure timely delivery.

IT Associate Support at Isidro, Redoble & Associates (May 2023 – December 2023)

Served as the go-to technical resource supporting the firm’s internal and client-facing technology initiatives. Played a dual role in project coordination and hands-on development, assisting with the creation of survey systems and early-stage software prototypes to streamline business operations and data collection.

Key Responsibilities

- Designed and deployed online surveys tailored to client requirements, ensuring accurate data flow and usability.
- Supported ongoing IT and software projects, coordinating updates, timelines, and deliverables with cross-functional teams.
- Initiated and contributed to the development of in-house software technologies, assisting in architecture design, testing, and deployment.
- Provided technical support and troubleshooting assistance to ensure system reliability and user satisfaction.
- Assisted in documentation, QA testing, and continuous improvement initiatives across multiple projects.
- Collaborated with management to identify opportunities for automation and process optimization using web tools.

Information Security Intern at DFI Retail Group (Mar 2022 – Oct 2022) Internship

Served as part of the IT Security team, supporting the implementation, monitoring, and maintenance of the organization’s information security protocols. Assisted in ensuring the confidentiality, integrity, and availability of enterprise systems while gaining hands-on experience with security operations, vendor management, and risk mitigation.

Key Responsibilities

- Managed and tracked IT security tickets, ensuring timely resolution of incidents and requests.
- Generated detailed reports on security incidents, system performance, and compliance metrics.
- Supported SentinelOne-related activities, including monitoring endpoint protection and assisting with threat detection.
- Collaborated with the IT Projects team to verify that new systems and services met organizational security requirements.
- Liaised with security vendors and service providers, evaluating software updates and security application options to maintain robust protection.

- Conducted regular vulnerability scans across the enterprise network and worked with colleagues to support remediation efforts.
- Performed data backups, documented recovery procedures, and assisted in disaster recovery planning.
- Contributed to improving vulnerability management processes by assisting in the timely identification and remediation of security risks.
- Helped enhance endpoint protection by supporting the deployment and monitoring of security solutions and streamlined reporting procedures, increasing visibility of security incidents and system health for stakeholders.

CORE SKILLS

- **Programming & Web Development:** PHP (procedural) · MySQL · HTML/CSS/JavaScript · jQuery · Git · API Integration (TikTok, Meta)
- **Server & Infrastructure Management:** Linux & Windows Server administration · cPanel/XAMPP · IIS/Apache · DNS/SSL configuration · Hosting setup & maintenance · Backup & Disaster Recovery (DR) procedures
- **Information Security & Data Protection:** Vulnerability scanning · Endpoint security (SentinelOne) · Role-Based Access Control (RBAC) · Audit logging · Encryption (at rest & in transit) · Data de-identification · Security compliance & risk mitigation
- **Experience working with AI-assisted and low-code application platforms** (e.g., Base44-style environments, Wix Studio, Replit, Bolt), leveraging automated code generation responsibly while maintaining architectural oversight, security controls, and API integrations.
- **E-Commerce & Digital Operations:** Shopify storefront setup & customization · Shopee, Lazada, TikTok Shop management · Digital marketing (Facebook Ads, A/B testing) · SEO optimization · Automated reporting & dashboards
- **Data & Automation:** Basic ETL & data cleaning · Task/inventory/invoicing system automation · CSV/PDF exports · Database structure optimization
- **Project & IT Support:** IT ticketing & incident management · System troubleshooting & maintenance · Technical documentation & SOP creation · Project lifecycle management & vendor coordination
- Hands-on experience with the **Java Concurrent Package**
- **Cloud Service Platform Experience** (*Amazon Workspace, Citrix, SharePoint, Google Drive, Remote Desktop*)
- **Atlassian Product Knowledge** (*Confluence, Trello, Jira Work Management, Jira Software, Atlas*)
- **Video Editing** (*Sony Vegas, Filmora, Adobe Premiere, Apple iMovie, etc.*)
- **Graphic Design and Layout** (*Adobe Photoshop, Adobe Spark, Canva, Piktochart, etc.*)
- **Hardware Skills** (*Connecting networks and servers, Software Installation, and troubleshooting*)
- **Social Media Management** (*Facebook, Twitter (X), Instagram, LinkedIn, etc.*)

EDUCATIONAL BACKGROUND

Mapúa University | Bachelor of Science in Information Technology (Major: Cybersecurity) | **2023** (*Dean's List and President's List Awardee*)

- *Nominee for HNICEM 2021 (International Conference on Humanoid, Nanotechnology, Information Technology, Communication and Control, Environment, and Management).*
- *Student Council Member*

San Beda College Alabang | Senior High School (Major: STEM)

- *Best ICT Project, Grade 12*
- *Member, STEM government*