Chenczen C. Rafael

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Portfolio: https://it-architect111.vercel.app || GitHub: https://github.com/ITArchitect111

OBJECTIVE

Motivated BS Information Systems graduate seeking an IT Support role or other IT Infrastructure related roles to apply technical knowledge in networking, troubleshooting, database, system design and end-user support. Eager to contribute to efficient IT operations, gain real-world experience, and grow professionally in the IT industry.

EDUCATION

Program: **BS in Information Systems** | University: **Isabela State University Main Campus** | Date: **August/05/2019 to August/09/2023**

EXPERIENCE

Position: **IT Technical Assistant**
Company: **LGU Quirino ||** Start Date: **March/21/2024 |** End Date: **October/04/2024**

- Administered and Managed network connectivity and resolved connectivity issues both the Infrastructure and End User's device across the 9 departments.
- Monitored and Setup Local Database, performed Backups, and Managed the server needed by 1 Web Developer and 1 System Analyst of LGU Quirino.
- Installed software, configured user account, setup the printers, and other technical problems for 32 employees.

Position: **Barcode Operator**
Company: **ACES AMC ||** Start Date: **November/24/2023 |** End Date: **January/13/2024**

- Handled inventory scanning and data entry 500 products per day.
- Verified accuracy of product tracking and reporting of the scanned 500 products up to 80 percent.

SKILLS

A) **Technical Skills:**

- IP Addressing • Subnetting • VLANs • IP Routing • Telephony • Topology Design
- Software Installation • End-User Assistance • Printer Setup • SQL Queries • CRUD Operation '
- Database Backup • ERD Interpretation • IT Diagramming • Business Process Management

B) **Soft Skills:**

- Communication • Problem Solving • Patience • Team Collaboration • Time Management
- Organizational Understanding • Willingness to Learn • Good Listener • Pleasing Personality

PERSONAL PROJECTS

- Configured a Network that capable of giving DHCP Address Data and Telephony for Voice VLANS.
- Designed a Diagram that Visualize and Maps the Flows and Connections of a Systems.
- Modeled a Database that has CRUD Operation each tables and has Conditional Statements.

TOOLS

Libre Office, Cisco Packet Tracer, MySQL Workbench, Draw.io, VS Code, ChatGPT, Windows PowerShell.