




IT INFRASTRUCTURE & SYSTEM ADMINISTRATOR

# ACCELLE BUENO

[axl0124.github.io/Accelle\\_Bueno](https://axl0124.github.io/Accelle_Bueno)

## GET IN CONTACT

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 Bacoor Cavite, Philippines

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## PERSONAL PROFILE

Experienced IT professional with a proven track record in managing and optimizing complex IT infrastructures. Adept at system administration, network maintenance, and ensuring seamless operations. Strong problem-solving skills, coupled with the ability to implement innovative solutions for enhanced efficiency. Skilled in deploying and maintaining diverse technologies to meet organizational objectives. Proactive and detail-oriented with a commitment to ensuring the reliability and security of IT systems.

## AREAS OF EXPERTISE

- Active Directory
- Citrix Workspace
- Oracle E-Business Suite
- Google Suite/Workspace
- Web Design & Development
- Java Programming
- CISCO Basics (Routing & Switching)
- Computer and Network Troubleshooting
- MS Office Application
- MS365
- Ticketing System
- Basic knowledge of DBMS
- Multimedia Editing

## PROFESSIONAL EXPERIENCE

### IT INFRASTRUCTURE & SYSTEMS ADMINISTRATOR

Powersource OEG Services Inc. | October 2022 – Present  
Makati City, Manila

- Manages Citrix Workspace, Google Workspace, AD, Oracle E-Business Suite and Network Infrastructure
- Ensure security through access controls, backups, and firewalls.
- Performing on-site and off-site repairs, updates, and maintenance on personal computers and related peripherals.
- Responsible for tracking company IT assets.
- Responsible for setup, hardening, and deploying all computers and software for the local site.
- Work with Procurement on maintaining and availing goods and services.
- Monitor performance and maintain systems according to the requirements.
- Build an internal wiki with technical documentation, manuals, and IT policies.
- Manages the company website and intranet.

### SENIOR IT SUPPORT SPECIALIST

Assurant BPO Company Solutions Inc. | Jan 2020 – Oct 2022  
Pasay City, Metro Manila

- Performing on-site and off-site repairs and maintenance.
- Analyzing, diagnosing, and resolving computer hardware, software, and network problems.
- Manages the active directory.
- Monitoring ISP and client's equipment to make sure all equipment is within spec and charts.
- Monitors and configures the network devices.
- Responsible for imaging and deploying all computers and software for the local site.
- Responsible for tracking company assets.
- Documenting and escalating cases to a higher level of support according to internal procedures.

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## OTHER SKILLS

- The ability to analyze complex technical information
- Detail oriented
- Customer Service
- Excellent problem solver
- Team Player
- Leader

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## EDUCATION HISTORY

### CAVITE STATE UNIVERSITY – BACOR CITY CAMPUS

Bachelor of Science in Information  
Technology, 2019

- Best Thesis Awardee Rank 1 ,  
2019

### EASTERN BACOR NATIONAL HIGH SCHOOL , CLASS 2015

### QUEENS ROW ELEMENTARY SCHOOL, CLASS 2011

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## PROFESSIONAL EXPERIENCE

### IT STAFF

Win Fortune Travel Agency Corporation | Sep 2019 – Jan 2020  
Las Pinas, Metro Manila

- Storing, retrieving, and manipulating data
- Modifying existing software to correct errors and optimize efficiency
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company
- Repairing and replacing equipment as necessary
- Testing new technology

### CUSTOMER SERVICE REPRESENTATIVE

Concentrix | Jun 2019 – Sep 2019  
Alabang, Muntinlupa

- Handles incoming calls or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Discusses products offered and ensures customer satisfaction
- Handles confrontational or stressful interactions with the customer
- Creates and maintains service reports

### TECHNICAL AND MEDIA STAFF

Jesus Christ, Hope of All Generations Ministries, Inc. | Jan 2015 –  
Present  
Bacoor, Cavite

- Troubleshooting diverse hardware and software issues
- Advise staff and leadership for future IT purchases and current recommended maintenance.
- Monitor and maintain technology for maximum access.
- Ensure technology is equipped with the latest hardware and software and is accessible to end users.
- Execute multiple development projects on deadline through design, development, quality assurance, production and implementation.

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## INTERNSHIP EXPERIENCE

### IT INTERN

Assurant BPO Company Solutions Inc. | Jun 2018 – July 2018  
Pasay City, Metro Manila

- Support the IT team in the maintenance of hardware, software and other systems
- Assist with troubleshooting issues and provide technical support
- Organize and maintain IT resources
- Lend IT support in areas such as cybersecurity, programming, analytics, and data center management