

Chenczen C. Rafael

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Portfolio: <https://it-architect111.vercel.app>

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:

- BS in Information Systems, Isabela State University - Main Campus (2019–2023)

Experience:

IT Technical Assistant - LGU Quirino (Mar 2024 - Oct 2024)

- Maintained network connectivity and resolved connectivity issues both the Infrastructures and End User 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.

Barcode Operator - ACES AMC (Nov 2023 - Jan 2024)

- Handled inventory scanning and data entry.
- Verified accuracy of product tracking and reporting.

Technical Skills:

- IT Networking: IP Addressing, Subnetting, VLANs, Routing, Telephony, Topology Design, Network Protocols like DHCP, DNS, and FTP.
- Computer Support: Software Installation, End-User Assistance, Printer Setup.
- Database: SQL Queries, CRUD, Backups, ERD Interpretation.
- System Design: Simulating IT Environments using Diagrams before Implementation.

Soft Skills:

- Communication, Problem Solving, Patience, Team Collaboration, Time Management, Organizational Understanding, and Business Process Modelling.

Personal Projects:

- Configured and Troubleshooted Network Devices and End Users using Cisco Packet Tracer.
- Visualized the Processes and Systems via Diagrams using Draw.io.
- Performed SQL Queries, CRUD Operations, and Conditional Statements using MYSQL Workbench.

Tools & Platforms:

Windows OS, Libre Office, Cisco Packet Tracer, MySQL Workbench, Draw.io, VSCode, WordPress (Basic CMS).