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 Infrastructure role to apply technical knowledge in networking, troubleshooting, and enduser 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)
- STEM, Quirino National High School (2017–2019)

Experience

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

- Maintained network connectivity and resolved connectivity issues (hardware/software).
- Monitored server/database, updated SQL data, and supported end-user devices.
- Installed software, configured devices, and managed routers/switches.

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.

Tools & Platforms

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

Soft Skills

Communication, Problem Solving, Patience, Team Collaboration, Time Management, Organizational Understanding.