# 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 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)
- 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.