

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**

- 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.

Position: **Barcode Operator**

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

- 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 Management.

Personal Projects:

- Designed a Topology and configured Protocols and Services for 100% connectivity of Each devices.
- Visualized the Processes and Systems by Mapping the connections and Flows.
- Modeled a Schema and performed Queries and Conditional Expressions for 80% Data.

Tools & Platforms:

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