

## Chenczen C. Rafael

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## PROFESSIONAL SUMMARY

IT Support Technician experienced in troubleshooting, endpoint support, and network administration. Skilled in DHCP, DNS, VLANs, PAT/NAT, ACLs, IP Routing, FTP, HTTP, SMTP/POP3, HSRP, STP, Telephony Services. Hands-on experience with Cisco Packet Tracer, Ubuntu WSL, FileZilla Server, osTicket, and AdGuard Home. Strong communication, problem-solving, and customer service skills.

## PROFESSIONAL EXPERIENCE

### LGU Quirino

Luna, Quirino, Isabela

#### IT Technical Assistant

Mar 2024 – Oct 2024

- Provided IT support to 32 employees across 9 departments, resolving hardware, software, and network issues efficiently.
- Reduced network downtime by 25% through diagnostics and router/switch management.
- Performed daily MySQL backups with 100% recovery verification.
- Configured user accounts, shared drives, and printers, improving onboarding efficiency by 40%.

### ACES AMC

Garit Sur, Echague, Isabela

#### Barcode Operator

Nov 2023 – Jan 2024

- Processed 500+ barcodes daily with 99.5% accuracy using inventory management system.
- Detected stock discrepancies in Inventories and fix by calculating the actual data base on actual weight to the scanned weight.

## EDUCATION

### Isabela State University – Main Campus

San Fabian, Echague, Isabela

Bachelor of Science in Information Systems

Aug 2019 – Aug 2023

## TECHNICAL SKILLS

- Networking:** IP Addressing, Subnetting, VLANs, PAT/NAT, ACLs, DHCP, DNS, HTTP, SMTP/POP3, FTP, HSRP, STP, Telephony Services, IP Routing.
- Scripting & Programming:** Bash basics, HTML, CSS, JS, PHP
- User Support:** Basic configurations in Windows and Ubuntu LTS, printer setup, user management, Wi-Fi setup, backups and recovery.

## SOFT SKILLS

- Communication Problem Solving, Time Management, Patience, Customer Service, Adaptability, Teamwork, Attention to Detail, Stress Management, Analytical Thinking

## PROJECTS & LABS

- Designed and configured LAN topologies with subnetting, VLANs, DHCP, FTP, HTTP, SMTP/POP3, ACLs, PAT, and Telephony Services using Packet Tracer.
- Deployed FileZilla Server with user accounts and permissions for a small office network.
- Configured AdGuard Home DNS blocking schedules for home network traffic filtering.
- Setup osTicket by simulating technical issues by giving it by different levels.