Jeoben Aldous M. Cionelo

Tondo, Manila, Philippines | Jeobenaldous@gmail.com | 09099913670 |

Professional Summary

Hardworking IT Support and Technical Services professional with 2+ years of experience in backend support, IT troubleshooting, and customer service. Skilled in managing ticketing systems, reprocessing transactions, and delivering seamless technical assistance. Recognized for strong problem-solving abilities, adaptability in dynamic environments, and excellent communication skills.

Experience

Technical Support Associate (TSA)

ETAP Inc. • Manila, Philippines
09/2024 – Present

- Provide backend technical support using Freshdesk and Proto Ticketing System to resolve escalated client issues.
- Handle reprocessing of transactions to ensure accuracy and business continuity.
- Collaborate with cross-functional teams to troubleshoot and resolve system-related problems.
- Maintain detailed case documentation to support knowledge sharing and faster resolutions.

Key Skills: Backend support, Ticketing tools, Transaction reprocessing, Client communication

IT Support Engineer – Level 1

Bladegrass / Concentrix San Lazaro • Manila, Philippines
09/2023 – 06/2024

- First point of contact for IT-related issues, providing support in a BPO environment.
- Diagnose and resolve hardware, software, and networking problems with minimal downtime.
- Utilize remote support tools and maintain detailed records for efficient issue resolution.
- Ensure system integrity by enforcing quality assurance standards.

Key Skills: Troubleshooting, Remote IT Support, Active Directory, Help Desk, Customer Service

Call Center Agent (Guest Relations)
09/2022 – 05/2023 **[24]7.ai**

- Handled customer orders, disputes, and documentation via chat and calls.
- Developed professional communication skills while working in a fast-paced environment.
- Improved multitasking and typing speed through simultaneous chat and call handling.

Education

Bachelor of Science in Information Technology (BSIT), Major in Programming
The National Teacher's College • Manila, Philippines
Graduated: 08/2023

On-the-Job Training (OJT) – Full-Stack Web Development
StackTrek
- Hands-on experience in front-end and back-end web development.

- Worked with HTML, CSS, JavaScript, Node.js, Express.js, MongoDB.

- Assisted in responsive design, feature integration, and backend API development.

AWS (Amazon Web services) - Cloud engineer

-**Core Infrastructure Setup**:

  Provisioning and managing virtual servers (EC2).

  Designing secure and isolated network environments (VPC).

  Implementing scalable and durable data storage (S3, EBS, RDS).

-**Building automated CI/CD pipelines (CodePipeline, CodeDeploy)**;

  Deploying and running applications using Serverless technologies (Lambda).

  Understanding containerization and orchestration (Docker, ECS/EKS).

  Troubleshooting and Cost Management

-**Diagnosing and resolving common infrastructure issues.**

  Optimizing resource usage to control cloud costs.

  Implementing backup and Disaster Recovery strategies.

  Operations and Scalability:

Technical Skills

- IT Support & Systems: Freshdesk, Proto Ticketing System, Active Directory, Remote Support Tools

- Networking & OS: TCP/IP, Windows, Help Desk Support

- Programming: Python, JavaScript, Java, PHP, SQL, HTML/CSS

- Soft Skills: Problem-Solving, Communication, Customer Service, Team Collaboration