




MACKENRY KEVIN B. ARCENO

Software Developer



 P3C, Liboon, Ampayon, Butuan City, Philippines, 8600

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ABOUT ME

Network Support Assistant with proven expertise in network troubleshooting, configuration management, and security protocol implementation. Demonstrated ability to enhance system reliability and performance through effective communication and teamwork. Experienced in diagnosing network issues, implementing solutions, and providing technical support, resulting in improved network efficiency and reduced downtime.

EXPERIENCE

Network Support Assistant | Information and Communication Technology Center (ICTC)
CARAGA STATE UNIVERSITY, Main Campus, Butuan City (Student Intern)

January, April 2025

- Configured routers and established eduroam Wi-Fi accounts to ensure stable, secure internet access across Caraga State University campus.
- Collaborated with Information and Communication Technology Center (ICTC) team to document processes and maintain an updated database of network configurations.
- Identified connectivity issues and implemented solutions to enhance network reliability for students, faculty, and staff.

EDUCATION

TERTIARY

Bachelor of Science in Computer Science	2021-Present
Caraga State University-Main Campus	Butuan City
Bachelor of Science in Electrical Engineering	2018-2019
Mindanao State University-Main Campus	Marawi City
Bachelor of Secondary Education major in Mathematics	2016-2018
Mindanao State University-Main Campus	Marawi City

SECONDARY (

Doña Maxima, San Luis, National High School	2010-2014
Junior High School	San Luis, Agusan del Sur

ADDITIONAL INFORMATION

- SKILLS:** HTML, CSS, JavaScript, C++, Machine Learning, Data Analysis, Network Troubleshooting, IT Support, IP addressing, Router Configuration
- LANGUAGE:** Filipino, English
- CERTIFICATION:** Data Communications and Network Technology

REFERENCES:

JAMES EARL D. CUBILLAS - jdcubillas@carsu.edu.ph Instructor I Project Leader PAMANA	CLARK JUSTINE GONZALES - cjlgonzales@carsu.edu.ph Instructor I ICT Center Chief
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