






ANJANETTE BATULAN

IT PROFESSIONAL

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Career Objective To acquire an **IT position** that is best suited to my experiences, skills and abilities. To further enhance capabilities and fully utilize my potentials and becoming a great asset to the company I am serving.

Education

Polytechnic University of the Philippines
June 2011 – May 2015

Bachelor of Science in Information Technology

Graduated with **Academic Excellence Award – President's Lister** with a GPA of 1.43

Qualifications:

Ability to work pro-actively, organized and results drive
Strong analytical and problem solving skills
Trustworthy, goal-oriented and hardworking
Quick learner, willing and eager to learn new things

Experiences:

IT Executive

Daiso Singapore Pte. Ltd – Aug 2018 to Dec 2019

Responsibilities:

- Provide support on hardware issues, maintenance, network connections in office, shops and warehouse. Setup and troubleshoot all general devices as printer, biometric fingerprint, POS machine, Handy Scanner, CCTV
- Develop excel automation tools & reports for ordering system and metaframe server. Manage POS system.

Transaction Processing Analyst

Accenture Philippines – June 2015 to Feb 2018

Responsibilities:

- Handled telecommunication processing/networking
- Support business and technology process by automation tools using VBA and MS access.

Expected Salary: \$4000 - \$6000

Availability: 1 month notice

Skills:

Programming Languages:

PHP, C#, VB .Net, VBA, HTML, WordPress, Python

Software & Hardware Skills:

Windows OS/Server Patches Maintenance/Upgrades
System Monitoring, Configure or Repair Hardware issue

Cloud Skills:

Certified MS Azure Administrator Associate, Cloud Computing, Fundamentals (Azure AI, Azure Security, Azure Data)

Business and Technology Skills:

Lean Six Sigma – Yellow Belt Trained, Power BI, Power Automate & Power Apps

System Admin:

Active Directory, MS o365 Admin Portal, MS Exchange

Present Experience:

Software Developer

YTL PowerSeraya Pte. Ltd – Aug 2023 to present

Responsibilities:

- Develop applications for Gas Team using VB.Net / C# language & MS SQL scripting
- Create power apps and power automate flow for business automation
- Develop and maintain application with basic Microsoft ASP.NET language
- Create Excel-Macro files for reports automation

IT Helpdesk cum Desktop Support Engineer

YTL PowerSeraya Pte. Ltd – Dec 2019 to Aug 2023

Responsibilities:

- Attend to all IT Helpdesk tickets
- Provide technical service to end user Level 1&2
- Troubleshooting and diagnose hardware and software issues / First level networking
- Manage Windows XP, Win7, Win8, Win10, network connectivity, printer & folder mapping
- Perform windows patches and security updates
- Print and File Servers administration
- O365 Admin and Active Directory Admin
- MS Azure Administrator/Exchange