

Aleli Macapagal

306 - 12 Craigton Drive, Scarborough, Ontario M1L 2N6
Phone: +14375669156 Email: alelimc@yahoo.com

SUMMARY

Experienced IT Specialist with a proven track record in software development, managing IT services, providing technical support and optimizing IT systems for enhanced functionality in manufacturing, education and managed services sectors. Proficient in collaborating with cross-functional teams, users, and stakeholders to deliver IT solutions aligned with organizational objectives. Adept at analyzing IT requirements, planning and executing IT projects, and optimizing IT operations for efficiency. Strong communication and problem-solving skills, effective end-user support and troubleshooting. Committed to staying current with emerging technologies and best practices in the IT field.

RELEVANT SKILLS

- Software Development in Java, C#
- Web Development using MERN (MongoDB, Express, React, NodeJS)
- Mobile Apps Development using Android Studio
- Database Management using SQL, Oracle SQL, PL/SQL, MongoDB
- Software Systems Design
- IT services management and support

EDUCATION

Software Engineering Technology, 2023 – present

Centennial College Progress Campus, Scarborough, ON

- Completing first year of two-year program

Bachelor of Science in Computer Science (completed), 1998

Angeles University Foundation, Pampanga, Philippines

WORK EXPERIENCE

IT Specialist, November – December 2023 (Seasonal)

Yaya Homecare Services, Ontario, Canada

- Website development for the company and provides IT support

IT Systems Engineer, 2022

Technology Elite, Clark, Pampanga, Philippines

- Remote troubleshooting and resolution of technical problems of Australian clients
- Managed and monitored networks, systems, and devices ensuring all IT systems that support businesses of any size function efficiently and seamlessly
- Performed scheduled maintenance tasks on customer IT environments and monitor customer systems using monitoring tools and perform remediation action on alerts.
- User onboarding/off boarding set up including emails, relevant software accounts

Network Support Specialist, 2021

Rashid School for Boys Dubai, UAE

- Technical support for Microsoft Teams, SharePoint, Outlook 365, OneDrive, Azure AD.
- Apple devices configuration using Mobile Device Management system and apps technical support
- Migration of On-premise server, Office 2016 to Office 365, Email system Lotus Notes to Outlook 365
- Flat Network restructuring and upgrade
- IT Assets Inventory and procurement management
- Created User guides, manuals, videos and IT documentation
- Assisted in Configuration and maintenance of IT hardware, network, Internet and Active Directory servers
- Supported administration of Hyper-V/VMWare virtual servers
- IT hardware configuration, installation and maintenance
- Classroom Audio/Video support and troubleshooting
- Helpdesk onsite and remote support - resolving issues with hardware, network, Internet connectivity, E-mail system management, IP phones, CCTV system, desktop apps and all other IT issues in school thru ticketing system.

Database and Systems Engineer, 2015

(PowerSchool Student Information System)

Shanghai American School, China

- Enhanced PowerSchool system to create a unified data source for student information and documentation.
- Managed PowerTeacher, PowerScheduler, Gradebook portals
- Conducted PowerSchool data integration with the school's ERP system which included importing and exporting data, performing queries and generating reports using Visual PST, SQL and Microsoft Excel

Windows and Linux Systems Administrator, 2014

GFL Systems, Philippines

- Windows Systems Administrator for Global Server Centre in Winnipeg, Canada - provided offshore systems administration to various companies in CA and USA.
- Worked as Tier 3 Linux Systems Administrator for Hostopia, a web hosting company with several clients around the globe.

ICT Network Assistant, 2011

Latifa School for Girls, Nad Al Sheba 1, Dubai, UAE

- Server Migration, configuration and maintenance
- IT Helpdesk System development and implementation
- Engage SIS technical support
- Configured and maintained classroom IT equipment: Computers, Interactive Whiteboards, projectors, Audio devices and network printers
- Developed and implemented a web-based IT Helpdesk system in Visual Studio .Net
- Worked with the Network Manager in management and implementation of information technology projects, resources, Email and Internet system, and Network infrastructure

IT Supervisor, 2008

United Gulf Insurance Brokers, Dubai, UAE

- Server configuration and maintenance in Etisalat Data Centre, Abu Dhabi
- Health Insurance Claims Management System development and implementation
- System Users training and technical support
- Exchange and Outlook Email management
- Internet Connectivity management

MIS Dept. Sr. Supervisor, 2006

Amertron Inc., Philippines

- MIS Department staff administration and management
- IT Services management - Internet, Email, Production Systems, Backup, Security
- Development of in-house applications used in production line
- ERP training in Kunshan, China -as a member of implementation team in the Philippines
- Senior Management technical support

Programmer, 2004

Integrated Solutions Technology, Philippines

Systems Support and Documentation Specialist, 1998

Luen Thai International Group, Philippines