Angelo Mangune

in [LinkedIn](#)   📞 +63-995-214-3763   🌐 [resourcefulworker.com](#)   ✉ angelomangune@gmail.com

PROFESSIONAL SUMMARY

Certified IT professional with expertise in technical support, networking, and system administration. Proven track record of resolving complex IT issues, improving customer satisfaction, and optimizing operational efficiency. Google IT Support and CompTIA A+ certified. Actively learning in-demand technologies like cloud computing. Eager to contribute skills and ongoing learning to a dynamic IT support team.

CERTIFICATIONS

AWS CERTIFIED CLOUD PRACTITIONER
Expected Completion: Jan 15, 2024

COMPTIA A+ CE
[Verify Certification](#) - Certified on: Oct 20, 2023 | Verification Code: H1Y6H0TZKMR4QE5Z

GOOGLE IT SUPPORT BY GOOGLE ON COURSERA
[Certificate](#) - May 10, 2023

EXPERIENCE

FOUNDER & ENTREPRENEUR

Jan 2017 - Current | TechHub Internet Cafe, Angeles City

- Established and operated a successful internet cafe business, providing technical support to customers and addressing their computer-related concerns.
- Implemented robust networking solutions, ensuring reliable internet access for customers and diagnosing network configuration problems as needed.
- Conducted regular proactive maintenance, swiftly addressing hardware and software issues to ensure seamless operations.

IT STAFF

Aug 2017 - Sep 2018 | Micro Computer Leader Inc., Makati City

- Promptly resolved hardware and software issues for all departments at PAGCOR Casino Filipino Angeles, ensuring minimal downtime and smooth operations.
- Collaborated closely with the internal IT team, diagnosing and troubleshooting complex technical issues to enhance overall efficiency.
- Maintained detailed records of resolved issues, contributing to a comprehensive knowledge base for future reference.

SALES TECHNICIAN

Mar 2012 - Jul 2014 | Compu Drive Trading, Angeles City

- Demonstrated exceptional product knowledge, providing technical assistance to customers in retail and wholesale of computer components.
- Assembled and sold computer parts, showcasing expertise in hardware components and configurations.
- Enhanced customer satisfaction through personalized recommendations, excellent customer service, and patient problem resolution, resulting in increased sales and client retention.

EDUCATION

ASSOCIATE IN COMPUTER TECHNOLOGY

Mega Computer College | Graduated in 2009

BS IN INFORMATION TECHNOLOGY

Systems Plus College Foundation | Attended in 2015

SKILLS

TECHNICAL SKILLS:

- **IT Support and Troubleshooting:** IT Support, Hardware and Software Troubleshooting, Network Configuration, Problem Diagnosis and Resolution, System Administration, Ticketing System, Mobile Device Support
- **Cloud Technologies:** Cloud Computing, AWS (Amazon Web Services), Azure (Microsoft Azure), Google Cloud, Oracle Cloud
- **Cybersecurity:** Network Security, Malware Analysis
- **Operating Systems:** Windows, Linux, macOS, Android, Apple iOS
- **Virtualization:** VMware vSphere/ESXi, Microsoft Hyper-V, Oracle VirtualBox
- **Development and Analysis:** Web Development, WordPress, Programming and Scripting, Data Analysis

SOFT SKILLS:

- **Teamwork:** Collaboration with IT Teams, Ability to Work in a Team Environment
- **Communication:** Strong Verbal and Written Communication Skills, Active Listening
- **Customer Service:** Customer-Focused Attitude, Patience and Empathy
- **Problem-Solving:** Analytical Thinking, Creative Problem-Solving
- **Organizational:** Time Management, Attention to Detail
- **Adaptability:** Flexibility to Learn New Technologies, Adaptability in Changing IT Environments
- **Professionalism:** Professional Demeanor, Confidentiality, and Integrity