# KC Marie Arce

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## PERSONAL INFORMATION

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| Residential Address | : Harris Park, NSW 2150 |
| Age | : 27 |
| Date of Birth | : 25 April 1995 |
| Place of Birth | : Baguio City, Philippines |
| Sex | : Female |
| Civil Status | : Single |
| Citizenship | : Filipino |
| Languages Spoken | : English, Filipino |
| Visa Status | : Student Visa (subclass 500) |

## EDUCATIONAL BAKGROUND

**TERTIARY** :  **Master of Information Technology**
King's Own Institute
Sydney, NSW Australia
March 2022 ~ March 2024 (Expected finish)

**Advanced Diploma of Network Security (Graduate)**
The One International College
Camellia, NSW Australia
October 2020 ~ January 2022

**Bachelor of Science in in Information Technology (Graduate)**
The One International College
Camellia, NSW Australia
April 2019 ~ October 2020

**Bachelor of Science in Information Technology (Graduate)**
**CUM LAUDE**
Saint Louis University
Baguio City, Philippines
June 2011 ~ June 2015

## COMPUTER SKILLS

- Basic Knowledge in Java, PHP, HTML5, CSS3, JavaScript, Swift
- Learning platforms - Moodle, Turnitin, Zoom, BigBlueButton
- Dropbox management
- Website management - GoDaddy, Shopify, WordPress
- Netbeans IDE, Notepad++, Eclipse IDE, JCreator, Sublime, Cisco Packet Tracer
- Adobe Suite (Photoshop, Illustrator, InDesign, Premiere)
- Microsoft Applications (Microsoft Word, Excel, PowerPoint, Outlook, Teams)
- Equipped with both algorithm development and user experience design skills

**SIGNATURE TRAINING COLLEGE**
Parramatta, NSW, Australia 2150
**Position: IT and Quality Support Officer**
Inclusive Date:  15 March 2022 - Present
**Job Description:**
1. Contextualisation of academic resources such as PowerPoint Slides, Learner Guides, and Workbooks
2. Setup, design and implementation of e-learning platform (Moodle)
3. Enrol students on Moodle
4. Coordinate with partners if issue arise with the systems
5. Setup of computers for employees
6. Administer email accounts of all staff and trainers
7. Assist staff with any technical problems (software or hardware)
8. Design promotional materials for marketing


**THE ONE INTERNATIONAL COLLEGE**
Camellia, NSW, Australia 2142
**Position: IT and Quality Support Officer**
Inclusive Date:  28 February 2020 - Present
**Job Description:**
**Information Technology**
1. Maintain and implement existing and future IT technologies to meet the business requirements of The One International College.
2. Plan and conduct regular system tests to ensure quality and integrity of the college's information, communication, and technology network and systems.
3. Implement IT systems that satisfies The One International College's operations and strategic objectives. Systems include special software tools and equipment that meet the requirements of the Australian Skills Quality Authority (ASQA) in the provision of The One International College's innovative educational programs.
4. Provide information and employ technical strategies relating to the organisation's plan, objectives and directions.
5. Provide up-to-date information on IT systems within The One International College premises including operating systems, hardware, and security for the purpose of carrying out future investigations and analysis and to gain full knowledge of business processes and practices.
6. Collaborate with Student Support Officers, Course Coordinators, and IT Systems Administrator to gather data to create systems and software solutions for the RTO.
7. Assist with the design and development of web-based applications, including graphics.
8. Maintain the TOIC website to ensure content is up-to-date and obsolete content is removed.
9. Maintain social media platform such as Facebook, Instagram, LinkedIn, etc. and make sure all platform is working properly.
10. Create/monitor classes and meetings.
11. Coordinate with Moodle, Turnitin, Zoom platform if issues/problems arise.
12. Maintain Dropbox and other cloud files.
13. Maintain Login register updated.

14. Maintain inventory for IT software and hardware.
15. Create and develop manual guide for trainers, staff and students to help them with the digital platforms used by the college
16. Analyse, evaluate, and diagnose technical problems and issues such as installation, maintenance, repair, upgrade and configuration and troubleshooting of desktops, software, hardware, printers, Internet, email and security systems

### Quality and Compliance

1. Uphold relevant regulatory documentation for the RTO's IT security policies/standards and provide manufacturer recommendations accordingly.
2. Help keep system to accurately record/backup useful information like student assessments and activities, trainers, and admin files, etc. for reference purposes.
3. Work in partnership with The One International College staff and trainers to determine best practices to provide access to an environment that offers or simulates a situation where IT needs and strategic directions of the organisation are coordinated.
4. Maintain policies and procedures for computer and internet usage of The One International College.
5. To deal with problems and issues at workplace professionally as per the guidance of The One International College Code of Conduct and policies and procedures

In consultation with the Quality & Compliance Officer, deliver audits collecting quality and compliance evidence for purposes such as:
- Audit – held after each student intake and each round of student assessment
- Policy and procedures audits to ensure The One International College staff compliance
- Computer audits such as staff desktop audits, website, marketing on social media
- Gathering and collating information for evaluations for reporting
- Ensure website content relevance through ongoing audit program

**THE ONE INTERNATIONAL COLLEGE**
Camellia, NSW, Australia 2142
**Position: IT Support Officer**
Inclusive Date:  01 July 2019 to 27 February 2020
**Job Description:**
### Information Technology

1. Provide information and employ technical strategies relating to the organisation's plan, objectives and directions.
2. Collaborate with Student Support Officers, Course Coordinators, and IT Systems Administrator to gather data from Moodle.
3. Send up to date Moodle assessments report to Student Support Officers and Trainers.
4. Check if assessments are properly marked as per The One International College's standard.
5. Sending emails to students, Student Support Officers, Trainers who are marked NYC or no submission
6. Monitor assessments for all students.

7. Printing all assessment cover sheet in the Moodle in the end of every term.
8. Saving all assessments for all students in the Dropbox.
9. Coordinate with Student Support Officers and Trainers regarding Assessment submission, NYC, and Turnitin.
10. Coordinate with IT and Quality Support Officer regarding maintenance of The One International College Moodle.
11. Monitor percentage of plagiarism of all students.

### Student Services
1. To enter communication logs in RTO Manager
2. To assist students with queries and requests
3. To communicate ethically thru phone and face-to-face
4. To assist students with scanning, printing etc…
5. To record and maintain student records in the Student Management System and Dropbox in accordance with policy and procedures
6. To assist students who come to college
7. To monitor student's attendance
8. To identify and determine students who have less than 80% of attendance
9. To send student's warning letter if students are below 80% of attendance in a week
10. To assist in course progress monitoring and to identify and determine students at risk
11. To send out academic warnings in accordance with Policies and Procedures
12. To schedule intervention appointments with the student and Student Academic Officer, Academic Quality Manager, or Operations Manager.
13. To monitor intervention outcome
14. To manage on timely manner the enquiries from students and education agents in relation to student support services and activities and direct enquiries to various departments and relevant staff, as necessary
15. To manage, monitor and report on the efficiency, effectiveness and quality of the student services programs
16. To plan and implement calendar events and student services activities designed for students
17. To manage, distribute, collate and report on student surveys
18. To assist with course progress and attendance monitoring
19. To ensure efficient communication between the college and students (emails, SMS, with activities, events and important information)
20. To provide high-quality face to face, telephone, and email support to our students
21. To coordinate student activities and events;
22. To contribute to the continuous improvement of student systems and internal processes;
23. Other duties as directed by Operations Manager
24. To collect payments if Accounts Officer is not available.
25. Ensure that student academic and assessment file are updated in Student Management System and Dropbox before requesting for certification documentation.

**THE MANOR HOTEL**
Camp John Hay, Baguio City, Philippines
<u>**Position: MIS Supervisor**</u>
Inclusive Date:  01 August 2016 to 15 June 2018
**Job Description:**
1. Ensures proper operation of all servers and workstations in the Hotel.
    a. Database and Application Servers
    b. Workstations
    c. Network Administration
    d. Licensing
2. Manages the day-to-day operation of the different systems used in the Hotel.
    a. Hotel Management System
    b. Back-Office System
    c. Restaurant POS System
    d. Call Accounting System
    e. Timekeeping and Payroll System
    f. Cash Register
    g. Keylock System
3. Provides IT support to employees and guests.
4. Serves as technical support in achieving the hotel's goals and objectives.
5. Coordinates with Accounting and Purchasing for any procurement and expenditures related to the technical requirements of the hotel and take a proactive action to minimize losses.
6. Photoshop designing and editing – graphics designing and poster making.
7. Troubleshoots Wi-Fi and basic Network Security.
8. Desktop computer assembly, troubleshooting, and repair.
9. Troubleshoots Local Area Network (LAN).
10. Troubleshoots shared and network printers and fax machines.
11. Installs and configures Operating Systems, Office application, and special software.
12. SQL Database Management and Administration.


**CAMP JOHN HAY GOLF CLUB**
Camp John Hay, Baguio City, Philippines
<u>**Position:  I.T. Specialist**</u>
Inclusive Date:  04 September 2015 to 16 April 2016
**Job Description:**
1. Server Maintenance – Cloud Information System (CIS), Quickbooks, File Server, Point-of-Sale System.
2. Updates the company website, Facebook page, and bulletin boards regularly.
3. Manages the email accounts of the club.
4. Maintains and administers servers, desktop computers, printers, routers, switches, smartphones, software deployment, and security updates and patches.
5. Upgrades the company network by conferring with vendor – developing, testing, evaluating, and installing enhancements.
6. Proposes specifications of computer hardware for purchase.
7. Reformats computers and assembly of system unit.
8. Secures the company network by developing network access, monitoring, control, and evaluation, and maintains the necessary documentation.

9. Maintains network performance by performing network monitoring and analysis, and performance tuning, troubleshoots network problems, and escalates problems to the supplier whenever necessary.
10. Maintains communication with ISP and suppliers for support.
11. Creates and designs tarpaulins for sponsors during tournaments, as well as rule books, stubs, and video presentations.
12. Establishes network specifications by conferring with users, analyzes workflow, access information, and security requirements, designs router administration, including interface configuration and routing protocols.
13. Maintains printers, routers, and computers in the club.
14. Refills ink of printers and disposes ink waste accordingly.

## SEMINARS AND TRAININGS ATTENDED

- Get Into Tech Bootcamp
  INCO Academy
  19 October 2020 – 19 November 2020

- Managing Plagiarism & Cheating for Online Assessments
  Skills Education
  19 November 2020

- How to Create a Soundtrack for Learning
  Skills Education
  13 November 2020

- What Auditors are Looking for in Completed Student Files?
  VELG Training
  21 August 2020

## CHARACTER REFERENCE

1. **Regina Rilloraza**
   *Operations Manager*
   The One International College
   Email: admin@theoneintlcollege.edu.au

2. **Samantha Baysa**
   *Accounts Officer*
   The One International College
   Email: accounts@theoneintlcollege.edu.au

3. **Nestor Flores Jr.**
   *Systems Administrator*
   The One International College
   Email: it@theoneintlcollege.edu.au