ALLEAN S. CONCEPCION

Tondo, Manila | 0995 4566 375 | asconcepcion.official@gmail.com

PROFESSIONAL SUMMARY

BS Computer Science graduate with hands-on experience in IT support, networking, and casino gaming technology. Recently refreshed and expanded my skills through Udemy courses, including full-stack Developer. Strong in troubleshooting, customer service, and delivering reliable, user-focused tech solutions.

PERSONAL INFORMATION

- Date of Birth: June 4, 1996
- Place of Birth: Tacloban City
- Religion: Roman Catholic
- Civil Status: Single

CORE COMPETENCIES

- Network & System Troubleshooting
- Customer Support (Remote & On-Site)
- POS Hardware & Software Support
- Preventive Maintenance (IT Equipment)
- Technical Documentation & Ticketing
- Cisco Devices (Routers, Switches, WAPs)
- Microsoft 365 & Active Directory
- Time Management & Team Collaboration
- Problem-Solving & Critical Thinking
- Adaptability & Continuous Learning
- Communication & Interpersonal Skills
- Conflict Resolution & Client Relationship Management

PROFESSIONAL EXPERIENCE

Casino Slot Technician
Carnival Cruise Lines — Feb 2024 – Apr 2025

- Maintained, repaired, and secured slot machines, arcade equipment, and electronic gaming tables.
- Performed preventive maintenance and assisted with slot and IT systems to minimize downtime.
- Delivered excellent customer service by assisting guests with gaming issues and payouts.
- Provided technical support for arcade machines, ATMs, and jackpot transactions.
- Installed new games and updated game software (EPROMs, firmware, OS patches).
- Cloned and deployed slot machine software configurations for faster, consistent setups.
- Troubleshot and resolved hardware/software malfunctions in real time under high-pressure conditions.
- Managed and maintained onboard Casino Digital Signage, IPTV, and video surveillance (CCTV).
- Performed data network cabinet troubleshooting for Casino Management Accounting System (CMAS).
- Ensured operational continuity through proper documentation, inventory, and IT asset care.

IT Operations Technical Support Staff (Service Desk).
Pioneer Insurance and Surety Corporation — Aug 2022 – Oct 2023

- Provided technical support for laptops, Mac OS, MS Office 365, and Active Directory.
- Managed Active Directory accounts, user provisioning, and access permissions.
- Handled Zoho ticketing system, ensuring incidents and requests met SLA targets.
- Troubleshot LAN/WAN, VPN, and wireless network issues.
- Resolved printer problems (Fuji, HP, Epson) and other peripheral issues.
- Installed, configured, and updated hardware, software, and security patches.
- Supported meetings and events with AV setup, projectors, and conferencing tools.
- Coordinated with vendors for equipment repairs and service requests.
- Maintained IT asset inventory and performed preventive maintenance.
- Assisted with employee onboarding/offboarding in alignment with IT and HR policies.

Helpdesk & Store Support Specialist
Global Max Services Pte. Ltd (ROHQ) — Mar 2020 – Jul 2022

- Maintained and configured POS systems and SDWAN networks across various brands.
- Troubleshot POS printers and assisted in SQL Server–based systems (LS NAV 2009).
- Managed ticketing and SLA via Freshworks and provided hardware/software assistance.
- Installed and repaired CCTV and other IT infrastructure.
- Troubleshoot and resolve hardware and software issues for store and office environments.
- Installed, configured, and maintained CCTV systems, biometric devices, and other IT infrastructure for security and operations.
- Collaborated with vendors and suppliers for hardware procurement, installation, and warranty claims.
- Created technical documentation for troubleshooting processes, system setups, and escalation procedures.
- Trained store staff on basic troubleshooting techniques to improve first-call resolution rates.

Environmental Safety & Health Clerk (Officer Trainee).
Printwell, Inc. — Oct 2019 – Jan 2020

- Managed and monitored CCTV systems to ensure workplace security and incident documentation.
- Conducted hazardous site audits to identify potential risks and ensure compliance with safety regulations.
- Led safety orientations and training sessions for new employees to promote a culture of workplace safety.
- Assisted in the development and implementation of safety policies and emergency procedures.
- Maintained accurate safety records, inspection reports, and compliance documentation.
- Coordinated with supervisors and management to address safety concerns and implement corrective actions.
- Supported environmental compliance initiatives, including waste management and hazard communication programs.

Cashier / Receiving
Neighborhood Wholesale — Jun 2018 – Jan 2019

- Processed transactions and managed POS terminals.
- Ensured accurate drawer balances and enforced safety standards.
- Maintained inventory accuracy through proper labeling, storage, and rotation of goods.
- Enforced safety and security standards during cash handling and product receiving.
- Assisted customers with inquiries, returns, and product location to ensure a positive shopping experience.
- Collaborated with team members to maintain store cleanliness, organization, and merchandising displays.

Merchandiser
NOR Distributor — Dec 2017 – May 2018

- Monitored inventory, conducted stock rotation, and managed delivery schedules.
- Conducted stock rotation to maintain product freshness and adhere to quality standards.
- Managed delivery schedules and coordinated with suppliers to ensure timely replenishment.
- Arranged product displays to maximize visibility and drive customer engagement.
- Assisted in promotional activities, including setting up point-of-sale materials and price labeling.
- Prepared inventory reports and provided feedback to management on sales trends and product performance.

IT Technician
Paramount Computer System Corp. — Aug 2017 – Nov 2017

- Repaired hardware, performed installations, and conducted user training.
- Diagnosed and resolved hardware/software issues.
- Provided end-user training on system usage, software applications, and best practices for IT security.
- Assisted in setting up workstations, network connections, and printer configurations for new deployments.
- Maintained service logs and technical documentation for completed repairs and support activities.
- Collaborated with the technical team to deliver efficient IT solutions and meet client service level agreements (SLAs).

EDUCATION

Bachelor of Science in Computer Science
AMA Computer Learning Center (ACLC) — 2013 – 2017

Basic Education Curriculum
Leyte Colleges — 2009 – 2013

CERTIFICATIONS

- Implementing and Administering Cisco Solutions (CCNA 200-301) with Fiber Optic Termination 5G-IT Training Center, May 2025.
- ITIL 4 Foundation – ITSM Consulting OPC, Jan 2023.
- Google Workspace Admin Training Workshop – Kollab, Feb 2022.
- Computer Hardware Servicing NC II – CNCTC, May 2017.
- C# Basics for Beginners: Learn C# Fundamentals by Coding – Udemy Inc.
- Python Programming – 100 Days of Code: The Complete Python Pro Bootcamp – Udemy Inc.
- The Complete Full-Stack Web Development Bootcamp – Udemy Inc.

TECHNICAL SKILLS

Helpdesk & Service Desk Support
- Incident management and troubleshooting (Level 1 & 2).
- POS systems (Epson, Bixolon, Posiflex) configuration and support.
- Zoho & Freshworks ticketing systems.
- CCTV setup, monitoring, and maintenance.
- Mac OS and Windows OS support.
- SQL Server (2000, 2008 R2) database maintenance.
- Microsoft Office 365 administration (Teams, Outlook, SharePoint).

Hardware & Peripheral Support
- Desktop/laptop setup, maintenance, and repair.
- Printer, scanner, and POS device installation and troubleshooting.
- Hardware diagnostics, upgrades, and replacements.

Networking & Connectivity
- Cisco networking equipment configuration and management.
- TCP/IP, DNS, DHCP, and VPN troubleshooting.
- LAN/WAN setup and wireless network configuration.

Software & Application Support
- Microsoft 365 administration (Teams, Outlook, SharePoint).
- Windows and macOS installation, configuration, and support.
- Remote desktop tools (UltraVNC, AnyDesk, TeamViewer, Remote Desktop Protocol).

Security & Access Management
- Active Directory user and group management.
- MFA setup and password resets.
- Antivirus installation and malware removal.

Frontend Development
- HTML, CSS, JavaScript, and responsive design.
- UI/UX best practices for user-focused experiences.
- Python for scripting and automation.
- Basic C# for application development.
- Basic version control (Git/GitHub).

PROFESSIONAL REFERENCES

Drefwil Xyro Canoza - Assistant *IT Officer*
Carnival Corporation and PLC – 0936 705 3201
Julius Justine Camanero - *IT Supervisor*
Pioneer Insurance Surety Corp. – 0920 523 2067
Edmar Manalang - *IT Manager | Alfamart –*
0968 578 2329 Richard Gacita - *IT SBU Manager*
Global Max Services Pte – 0998 960 4058

I hereby certify that all the information provided above is true and accurate to the best of my knowledge.

ALLEAN S. CONCEPCION
　　　Applicant