

Allean S. Concepcion

IT Support Specialist | Frontend Developer

Professional Summary

IT professional with a **B.S. in Computer Science** and hands-on experience in casino gaming, retail, maritime, and corporate IT environments. Skilled in **network device management, POS systems, and end-user support**. Recently enhanced expertise in **Frontend Development** to create intuitive, user-friendly solutions. Recognized for **adaptability, problem-solving skills, and delivering seamless technology experiences**.

Core Competencies

- Network & System Troubleshooting
 - Customer Support (Remote & On-Site)
 - POS Hardware & Software Support
 - Cisco Devices (Routers, Switches, WAPs)
 - Microsoft 365 & Active Directory
 - Ticketing Systems (Zoho, Freshworks)
 - Time Management & Collaboration
 - Adaptability & Communication
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Technical Skills

Helpdesk & Service Desk Support – Cisco Routers & Switches, SDWAN & TCP/IP, POS Systems (Epson, Bixolon, Posiflex), MS 365, Zoho/Freshworks, CCTV, SQL Server, macOS.

Hardware Support – Desktop/Laptop repair, Printer/Scanner/POS troubleshooting, Hardware diagnostics, upgrades.

Networking – TCP/IP, DNS, DHCP, VPN, LAN/WAN setup, wireless configuration.

Software Support – MS 365 admin (Teams, Outlook, SharePoint), Windows & macOS, Remote tools (TeamViewer, AnyDesk).

Security & Access – Active Directory, MFA, password resets, antivirus & malware removal.

Frontend Development – HTML, CSS, JS, UI/UX, Python scripting, Basic C#, Git/GitHub.

Professional Experience

Casino Slot Technician – *Carnival Cruise Lines* (Feb 2024 – Apr 2025)

- Maintained slot machines, arcade equipment, and gaming tables.
- Performed preventive maintenance and software updates.
- Provided IT support for gaming systems, IPTV, and CCTV.
- Troubleshoot network cabinets for Casino Management Systems.
- Delivered excellent customer service during downtime.

IT Operations Technical Support Staff – *Pioneer Insurance & Surety Corp.* (Aug 2022 – Oct 2023)

- Provided support for laptops, macOS, MS 365, and Active Directory.
- Managed ticketing via Zoho, performed hardware/software installation.
- Resolved network and printer issues, supported conferencing tools.
- Onboarded/offboarded employees in IT systems.
- Coordinated vendor repairs and maintained IT documentation.

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

- Maintained POS systems & SDWAN networks for multiple brands.
- Troubleshoot POS printers, assisted SQL Server-based systems.
- Managed tickets and SLAs via Freshworks.
- Installed/maintained CCTV & IT infrastructure.
- Supported store openings, trained staff on POS troubleshooting.

Professional References

- Drefwil Xyro Canaza – Assistant IT Officer, Carnival Corp – 0936 705 3201
- Julius Justine Camanero – IT Supervisor, Pioneer Insurance – 0920 523 2067
- Edmar Manalang – IT Manager, Alfamart – 0968 578 2329
- Richard Gacita – IT SBU Manager, Global Max Services – 0998 960 4058

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



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Applicant