

# NICOLEY ASHLEE INOFRE

Information Technology Graduate

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[ashleeinofre.github.io/My-Portfolio-Website](http://ashleeinofre.github.io/My-Portfolio-Website)



## PROFESSIONAL SUMMARY

Detail-oriented Technical Assistant / IT Support Intern with hands-on experience providing technical support, documentation, and administrative assistance in a government office environment. Skilled in troubleshooting basic hardware and software issues, supporting office systems, and assisting users with system navigation while maintaining professionalism and data accuracy.

## TECHNICAL SKILLS

- IT & Technical Support: Basic hardware & software troubleshooting, system navigation support, documentation
- Web Technologies: HTML, CSS, JavaScript, PHP
- Databases: MySQL, phpMyAdmin
- Programming: Java (basic), C++ (basic)
- Networking: Cisco Networking (coursework – basic knowledge)
- UI/UX & Design Tools: Figma, Framer, Pencil Project
- Office & Admin Skills: Data entry, records management, customer service, technical documentation

## RELEVANT EXPERIENCE

### Admin V (Intern)

Civil Service Commission Regional Office IV

139 Panay Ave, Diliman, Quezon City

January 2025 - May 2025

- Provided frontline customer service support, assisting clients with inquiries and official requests in person and through formal communication channels.
- Delivered technical assistance to staff by troubleshooting basic computer, software, and office equipment issues.
- Managed accurate data entry and document handling to maintain organized and reliable office records.
- Assisted in IT-related processes, including system navigation guidance and coordination with technical personnel.
- Edited and produced official videos for the 2025 CSC Regional C.L.U.E.S. Event, ensuring professional visual quality.
- Supported documentation and technical coordination for the 2025 C.L.U.E.S. Secretariat, contributing to efficient reporting and event setup.
- Designed posters and promotional materials to enhance event visibility and audience engagement.
- Demonstrated confidentiality, professionalism, and effective communication in a government office setting.

## EDUCATION

### Bulacan State University

Bachelor of Science in Information Technology

Major in: Web and Application Development

Malolos City, Bulacan

2020 - 2025

## LEADERSHIP & ACTIVITIES

### Lead Coach – FRX CREW (Firefox Crew)

Bulacan State University | 2024 – 2025

- Led and facilitated technical and skills training sessions.
- Coordinated team activities and inter-group events.
- Guided the team to runner-up and championship titles in regional competitions.