

# Charlotte Sophia O. Carpio

Experienced IT professional with a demonstrated history of working in technical support and driving efficient IT operations. Skilled in Technical Support, Asset Management, Web Development Support, and Documentation. My well-rounded skill set encompasses various areas of IT, allowing me to contribute to diverse projects.

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## EXPERIENCE

### Integrated Computer Systems, Inc., San Juan City

JULY 2022 - OCTOBER 2022

#### *Application Developer*

- Collaborated on development of modules for the company's internal CRM system.
- Resolved a long-standing technical issue with Windows 10 policy management, improving user access to required applications and settings.

### Villaruz, Villaruz and Co., CPAs, Quezon City

JUNE 2019 - JUNE 2022

#### *Junior Developer*

JANUARY 2020 - JUNE 2022

- Provided technical assistance to end-users, resolving hardware and software issues promptly.
- Managed and updated the company's WordPress and knowledgebase websites.
- Automated bulk email sending to targeted groups using Microsoft Power Automate and MS Excel spreadsheet data.

#### *IT Associate*

JUNE 2019 - JANUARY 2020

- Provided technical assistance to end-users, resolving hardware and software issues promptly.
- Installed, configured, and maintained computer systems, networks, servers, and printers for optimal performance.
- Created user manuals and documented IT procedures for consistent support and easy access to information.
- Managed user accounts and permissions in Microsoft Office 365, ensuring access control and security.

## EDUCATION

### STI College Fairview, Quezon City —

#### *Bachelor of Science in Information Technology*

2015 - 2019

## SKILLS

IT Administration

Technical Support

Asset Management

Microsoft 365 Admin

Power Automate

Technical writing

Jira

WordPress

cPanel

Web Development Support

MySQL

GitHub

SAP Business One

Adobe Photoshop

Canva

ManyChat Chatbot

ChatGPT