

Charlotte Sophia O. Carpio

Caloocan City, NCR 1422
Philippines
(+63) 939 715 0710
carpiocharlotte@gmail.com
linkedin.com/in/cocarpio/

EXPERIENCE

Esen Energy, South Australia — Remote

AUGUST 2023 - PRESENT

Admin Coordinator

- Assisted the OPS and Compliance Teams with basic tasks and processes.
- Organized and encoded sales activities, monitored deals in the company's CRM.

Integrated Computer Systems, Inc., San Juan City

JULY 2022 - OCTOBER 2022

Application Developer

- Collaborated with a senior developer to build modules for the company's CRM.
- Resolved a long-standing technical issue with Windows 10 policy management.

Villaruz, Villaruz and Co., CPAs, Quezon City

JUNE 2019 - JUNE 2022

Junior Developer

JANUARY 2020 - JUNE 2022

- Provided assistance to internal staffs, addressing hardware and software problems.
- Managed and updated the company's WordPress and knowledgebase websites.
- Automated bulk email sending to targeted groups using Microsoft Power Automate.

IT Associate

JUNE 2019 - JANUARY 2020

- Provided assistance to internal staffs, addressing hardware and software problems.
- Installed, configured, and maintained computer systems, networks, servers, and printers for optimal performance.
- Created user manuals and documented IT procedures for support and accessibility.
- Managed Microsoft Office 365 user accounts, permissions, 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

Dataforce ASAP

Pipedrive CRM