ENRICIA TORRES SAMONTE

IT Professional | Computer Programmer

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PROFILE

IT and Quality Assurance professional with 10+ years of experience in system administration, cloud infrastructure, DevOps, and quality management. Proven track record in ensuring system reliability and software readiness through rigorous testing, performance tuning, and operational excellence.

Former Quality Control Supervisor and Quality Control Manager at J&T Express Philippines, with expertise in operational compliance, process improvement, defect prevention, and KPI-driven performance monitoring. Strong in both technical execution and leadership—leading teams, improving workflows, identifying issues early, and implementing solutions to maintain high quality standards across systems and processes.

SKILLS

- Cloud & Infrastructure: Apache CloudStack, HAProxy, NGINX, Apache HTTP Server, nftables, pf,ipfw,ufw,etc
- Server & Networking: Server setup, firewall configuration, IP routing, network tuning, OpenVPN, system hardening, log management
- Systems & Databases SAP Business One, SQL, MySQL, PostgreSQL, SQLite, MS Access
- Operating Systems: Linux (Ubuntu, CentOS, Debian), FreeBSD, Windows, MacOS
- Testing & QA Tools: JIRA, Agile/Scrum methodologies, test case management, defect tracking, regression testing, exploratory testing
- Tools & DevOps: Git, SSH, Bash scripting, Supervisor, Cronjobs, log rotation, Visio
- Languages & Frameworks: Python, PHP, Laravel, Phalcon, Dart, Flutter, JavaScript, HTML, CSS, Django, Visual Basic
- Networking: WAN/LAN, CCTV installation and monitoring
- Other: SAP Business One, network administration, process improvement, operational audits

KEY PROJECTS

High-Traffic Load Balancer Deployment (Production)

- Deployed and optimized a **production-grade load balancer** using **HAProxy, NGINX, and nftables**, handling live traffic with SSL offloading and domain-based routing.
- Configured **backend health checks, tuned timeouts/retries, and integrated Slack alerts** for server health and log monitoring.
- Ensured **high availability, failover, and traffic prioritization**, with capacity to **add additional servers** for improved performance and **public IP cost savings**.

Cloud Migration & Infrastructure Setup

- Cloud Migration & Infrastructure Setup
- Led end-to-end database and server migration to Apache CloudStack, implementing secure and scalable environments.
- Configured virtual machines with dynamic routing, dual NICs (public/private), and VPN integration.
- Tuned system parameters for high-performance operations in production.

Cross-Platform Mobile App Development

- Developed responsive and user-friendly mobile applications using Flutter and Dart.
- Mimicked functionality and UX of high-traffic websites to create feature-rich and scalable apps.
- Integrated RESTful APIs and database communication layers for smooth app functionality.

CERTIFICATION

- SAP Business One
- Microsoft Office Specialist
- TESDA NCII – Computer Hardware Servicing
- TESDA NCII – Agricultural Crops Production

PROFESSIONAL EXPERIENCE

Computer Programmer *(Remote)*

Emerald Pedistal Properties Inc.| November 15 ,2022 – July 30,2025

- Managed server setups, configurations, and ongoing maintenance with a focus on system stability and error-free deployment.

- Performed pre-release testing, data migration validation, and backups to ensure accuracy and reliability.
- Monitored and maintained multiple servers, promptly troubleshooting and resolving performance issues.
- Contributed to mobile app development by testing features for functionality, usability, and bug-free performance.

Network Management Manager

PH Global Jet Express Inc. - J&T Express | 2022

- Led quality assurance initiatives to prevent operational issues by ensuring strict compliance with SOPs and service-level agreements.
- Analyzed performance data to identify risks before they became problems, introducing preventive measures that improved branch performance.
- Directed process improvements in delivery, shipping, returns, and damage handling to consistently meet KPIs.
- Produced detailed reports highlighting performance trends, root causes of issues, and corrective action during management meetings.
- Managed franchise acquisition evaluations, ensuring operational readiness before onboarding.
- Collaborated with cross-functional teams to optimize workflows and maintain consistent service quality.

QA/Quality Control Supervisor

PH Global Jet Express Inc. - J&T Express | 2019–2022

- Oversaw quality control processes across multiple distribution centers to ensure operational and service accuracy.
- Conducted inspections, audits, and defect tracking, implementing corrective actions to improve delivery accuracy and timeliness.
- Facilitated team training to ensure updated processes were followed consistently.
- Supported struggling branches by resolving operational bottlenecks and reinforcing quality standards.
- Collaborated with management to identify recurring issues, test process changes, and measure results.
- Developed and presented comprehensive reports on KPIs and improvement strategies.
- Led team meetings to align goals, review performance results, and drive continuous improvement.

IT Associate

PH Global Jet Express Inc. - J&T Express | 2018

- Installed and configured IT systems, verifying software and hardware readiness before deployment.
- Monitored CCTV systems for operational integrity and security compliance
- Maintained IT inventory , ensured consistent functionality through preventive maintenance and testing.
- Conducted regular site visits for hands-on support.

IT Administrator / Purchaser

Kedica Philippines Corporation | 2015–2017

- Installed and configured SAP software, performing validation testing to ensure accuracy in transactions and reports.
- Conducted system backups and preventive maintenance to prevent downtime and data loss.
- Handled procurement processes, managed vendor relations, and ensured timely deliveries.
- Maintained inventory records and ensured compliance with PEZA purchasing standards.

Purchaser / Inventory Clerk

College of the Immaculate Conception | 2011–2015

- Negotiated with suppliers to secure cost-effective, high-quality goods and services.
- Verified the quality and compliance of goods and services procured.
- Managed purchase orders, inventory checks, and expense monitoring for accuracy.
- Resolved procurement-related quality issues with suppliers.
- Implemented cost-saving measures by optimizing inventory usage.

College Part-Time Teacher (Computer)

College of the Immaculate Conception | 2013

- Delivered computer-related subjects with emphasis on software and system usage best practices.

EDUCATION

Bachelor of Science in Information Technology
College of the Immaculate Conception | 2007–2011