

# Sean Marvin Ortaleza

Systems Engineer | Technical Support | Virtual Assistant

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## Professional Summary

Results-driven Systems Engineer with 6+ years of experience in streaming technologies, technical support, customer service, and virtual assistance. Proven ability to improve system performance, streamline workflows, and deliver high-quality service in fast-paced, hightraffic environments. Skilled in troubleshooting, cloud systems, WordPress development, and data analysis. Known for reliability, strong communication, and accuracy under pressure.

## Core Competencies

- Systems Engineering (Ubuntu, VMware, Encoders, OBS, Wirecast)
- Web & WordPress Development (Elementor, HTML, CSS, JS)
- Data Analysis & Reporting (Excel, Google Sheets)
- Content Delivery Networks (EDGIO, CDNetworks, Wowza)
- Customer Support & Client Relations
- Virtual Assistance & Lead Generation
- Project Management & Leadership
- Performance Monitoring & Troubleshooting

## Work Experience

### Systems Engineer / Streaming Specialist

The Pinnacle Operating Systems Inc. | Jul 2024 – Oct 2025

- Optimized high-traffic live streaming platforms for gaming and betting, improving stability and reducing downtime by up to 30%.
- Diagnosed and resolved system bottlenecks, improving peak concurrent performance.
- Performed software debugging, upgrades, and maintenance to enhance system efficiency.
- Configured cloud servers and encoder technologies, increasing stream quality and reliability.
- Deployed streaming engines on Ubuntu VMs and implemented SSL security.

## **Data Entry & Lead Generation Specialist**

Infernozilla | Oct 2023 – Jun 2024

- Collected and analyzed targeted data from Steam, YouTube, and TikTok to support client marketing strategies.
- Organized large Excel datasets, improving reporting accuracy and workflow efficiency.
- Enhanced database structures for better tracking and retrieval.

## **Customer Service Representative**

Asian Technology Services Inc. | Jan 2019 – Jul 2023

- Handled customer inquiries and transactions with 98%+ accuracy and confidentiality.
- Managed financial-related accounts while following strict compliance standards.
- Prepared Excel reports and documentation for internal audits.
- Maintained KPIs despite high-volume daily operations.

# **Leadership Experience**

## **Local Organization – External Vice President**

JCI Silang Pasimuno – Junior Chamber International Philippines | Dec 2025 – Present

- Managed partnerships and external relations for the local JCI chapter
- Represented the organization in community, regional, and inter-chapter engagements
- Coordinated collaborations, sponsorships, and joint charity initiatives

## **Local Organization - Deputy Secretary**

JCI Silang Pasimuno – Junior Chamber International Philippines | Dec 2024 – Nov 2025

- Coordinated community development and youth programs.
- Prepared annual reports, evaluations, and national submissions.
- Managed internal documentation, agendas, minutes, and official communications.
- Improved operational workflows through structured reporting.

# **Education**

## **Bachelor of Science in Business Administration Major in Business Management**

Philippine Christian University | 2013 – 2018

## **WordPress Design & Development with eCommerce and SEO**

New Generations Academy | Jul 2023

# **Languages**

- Tagalog – Native
- English – Conversational
- Korean (Hangul) – Basic

# **References**

## **Agustine Manaros**

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## **Benjamin Abadillo Jr.**

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