

MARK CHRISTIAN A. ANGELES

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PROFESSIONAL PROFILE

- Diligent IT Professional with more than 10+ years of experience, solutions-focused, team-oriented with broad-based knowledge and hands-on skills.
- Proven ability to successfully analyze critical support requirements, to identify deficiencies and potential opportunities, and develop innovative solutions for increasing reliability and improving productivity.

CAREER HISTORY

IT DEPARTMENT HEAD

Mutual Savings and Credit Cooperative of the Philippines

IT Department, Main Office

Bacoor, Cavite, Philippines

April 2018 - Present (PROMOTED)

-MSCCP is a network of cooperatives in the south of Manila with nine (9) Satellite Offices supported by Centre international du Credit Mutel (CICM), a French organization owned and supported by Credit Mutuel (one of the largest cooperative banks in France).

Duties and Responsibilities

- Administering, Maintaining, Monitoring and Managing the entire department in all technical issues with diagnostic and analytic comprehension in resolving computer issues and the like.
- Maintain good working relationship.
- Pursue and abide company policies and procedures.

Administrator

- Administered over the following servers:
 - ✓ Database Server
 - ✓ Remote Server
 - ✓ File Server
 - ✓ FTP Server
 - ✓ Web Server
- System Admin
- Network Admin

+ Security Improvement and Consistency

+ Resulting to 100% network uptime and smooth and reliable business operations.

IT SUPERVISOR

Mutual Savings and Credit Cooperative of the Philippines

IT Department, Main Office

Bacoor, Cavite, Philippines

December 2016 - April 2018 (PROMOTED)

Duties and Responsibilities

- Managed IT Staff and Operations.
- Managed IT infrastructure, equipment and purchasing.
- Random checking and visitation of MSCCP entities, whenever necessary.
- Ensured data recovery.
- Installed and maintained computer system, online DTR and Help desk.
- Upgrade existing technology depend on its compatibility.
- Maintain and modify website according to the latest product updates
- Ensure internet connection up-time
- Managed ERP - Sibanque
 - ✓ Created employees account
 - ✓ Debugged system error
 - ✓ Modified parameter and
 - ✓ Applied system patches
- Execution of Consolidated Report Automation
- Redundancy

+ Conducted annual IT Training and Monthly Reporting

+ Upgraded surveillance camera from analogue to High Definition CCTV

Resulting to 100% productive business transaction

IT SUPPORT STAFF

Mutual Savings and Credit Cooperative of the Philippines

IT Department, Main Office

Bacoor, Cavite, Philippines

September 2014 - December 2016

Duties and Responsibilities

- Daily Database Backup (*Sibanque (system software), SQL*)
 - Supervised IT Interns and conducted IT orientation for the new employee(s)
 - Assisted colleagues with diagnosis of software and hardware issues and concerns
 - Assembled and troubleshoot PC
 - Created PO for the IT supplies and purchase to the company supplier
 - Setup and troubleshoot computer peripherals
 - Installed and maintained the surveillance camera
 - Installed and maintained of magnetic door lock
 - Installed Windows OS and Windows Server
 - Created user account with restrictions using RDP in Windows Server, Active Directory
 - Setup and Configured LAN(Router, Access Point, Bridge, Cisco Switch, Hub)
 - Troubleshoot network downtime
 - Remote Troubleshooting
 - Assigned to purchase Computer Peripherals and Supplies Inventory
 - Helpdesk Support - Monitor active tickets ensuring efficient & effective action occurs
 - Work field assignment
 - Redundancy
 - + Assisted IT Manager with administrator applications, reducing workload by 50%
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OPERATION ROVING STAFF

Mutual Savings and Credit Cooperative of the Philippines

Operation Department, Main Office

Bacoor, Cavite, Philippines

January 2013 - August 2014

Goals

- Assist the Branch Officer in all everyday transactions in the office.
- Assist the Branch Officer in reaching the commercial targets of the company.
- Pursue and abide company policies and procedures.

Duties and Responsibilities/*Administrative/ Technical Work*

- Open subordinate-superior relationship.
- Proceed to all the necessary checking required by the OIC.
- Inform OIC every time there is a withdrawal transaction and passbook issuance.
- Daily saving of report through **MS Excel**.
- Ensure proper filing of documents.

Relationship with the Member/ Client/ Customer

- Is present at the opening hours of the office to welcome the members.
- Entertain the walk-ins, answer inquiries about company services/methodology.
- Provides information in daily transactions.
- Maintain the database complete and accurate regarding member's information.
- Systematically relay information on new products and services, at the branch and through SMS.
- Perform good sale skill.
- Financial advisor.
- Detect member's needs and potential to avail additional products and services
- Prospect new member through telemarketing
- Assist Branch Officer in following-up the account's activity, waking the dormant.
- Assist Branch Officer in preparing the BOD meetings and General Assembly.

SKILLS AND QUALIFICATIONS

Platforms/OS

- Windows XP,7,8,10
- Windows Server Data Center Edition (2003R2, 2008R2, 2019R2)
- Windows Server 2012 with RAID 1+0 | A.D.
- Linux (Ubuntu)

Language

- PHP, HTML, CSS, XML, .ASP, VBA, VB.NET,
- JavaScript
- + Willingness to learn/adapt other language

Applications/Software

- Microsoft Office
- Microsoft Visual Studio
- MySQL, Sybase SQL Anywhere
- Photoshop, Paintshop Pro, Corel Draw
- TightVNC, Teamviewer
- Filezilla
- NTBackup
- WAMP/XAMPP
- Putty
- Antivirus Software

OTHER BACKGROUND SKILLS

People Organization - Sales

- Client convincing & customer's satisfaction.
- Handling objections.

Business Planning / Team Leading and Management

- Business financial planning and budgeting.
- Market-People based.

EDUCATION

Diploma in Computer System Design & Programming

April 2006

ACLC COLLEGE (AMA-ES) Rosario, Cavite, Philippines

Finalist for MS WORD POWER School Competition

Excellent Academic Performance

TESDA Scholar

TRAININGS AND CERTIFICATION

E-Certificates

Certificate in C.E.R.T. FOR CYBERCRIME INCIDENTS: HACKING OF COMPUTERS AND MOBILE DEVICES

DICT R9 Basulta

October 20, 2022

Certificate in C.E.R.T. FOR CYBERCRIME INCIDENTS: DATA SECURITY IN NETWORKS, COMPUTERS AND MOBILE DEVICES

DICT R9 Basulta

October 21, 2022

Certificate in C.E.R.T. FOR CYBERCRIME INCIDENTS MODULE 4: CLOUD FORENSICS AND THE DIGITAL CRIME SCENE

DICT R9 Basulta

November 25, 2022

Certificate of Attendance in CYBERSECURITY PODCAST AND WEBINAR

DICT R9 Basulta

December 2, 2022

Certificate in AUTOCAD 2009

Microcadd Technologies, Bacoar, Cavite, Philippines

October 2009

Basic Cellphone Repair (TESDA-ISO Training Program)

DSWD Bldg. Naic, Cavite, Philippines

September 2008

❖ **MSCCP TRAINING**

- Records Management
- Professionalism Training
- Basic Cooperative Course
- Cooperative Standards
- Cooperative Management and Good Governance
- Conflict Management
- Financial Management
- AML Training (Western Union)
- Roles and Obligations of Coop in Enabling RA # 9510 by CREDIT INFORMATION CORP.(CIC)

PERSONAL INFORMATION

Date of Birth : 19thMay1987
Nationality : Filipino
Status : Married
Age : 35
Religion : Born Again Christian
Passport No. : EB4622797