Ronel Abelilla Magracia

⚲ 2629 Dagupan Ext., Tondo, Manila

📞 0920 863 9146 | ✉ magraciaronel015@gmail.com

🔗 Facebook: [ronel015](#) | Instagram: [@oneng](#)

Career Objective

Highly motivated and results-oriented IT professional with a **Bachelor's degree in Computer Science** and over **five years of hands-on experience** in technical support, database administration, systems analysis, and software development. Proven expertise in troubleshooting hardware and software issues, optimizing system performance, and delivering effective IT solutions.

Professional Experience

Technical Support Specialist

Orient Freight International Inc. | *June 2023 – Present*

- Provide tier-1 and tier-2 technical support to internal users, resolving issues related to hardware, software, networking, and system access.
- Proactively monitor IT infrastructure to minimize downtime and maintain optimal performance.
- Maintain IT asset inventory and escalate complex incidents to systems engineers.
- Assist in onboarding and deployment of new technologies, including employee training and configuration.
- Help manage social media presence and maintain corporate website using WordPress.

Database Administrator / System Analyst

ABA Tech | *July 2022 – June 2023*

- Designed, maintained, and secured relational databases using SQL Server and MariaDB.
- Conducted regular system audits, backups, and restoration drills for disaster preparedness.
- Analyzed system performance and optimized SQL queries to improve speed and efficiency.
- Collaborated with development and reporting teams to generate accurate, real-time analytics.
- Participated in UI/UX planning using Figma for enhanced user interfaces.

Technical Support I

Department of Agrarian Reform | *July 2021 – July 2022*

- Delivered both remote and onsite technical assistance to regional office staff.
- Installed, configured, and updated software/hardware in compliance with departmental policies.
- Trained end-users on new technologies and created instructional documentation.
- Provided preventive maintenance and system checkups.

Tier 2 System Support / Programmer Analyst

Consistent Frozen Solution | *Oct 2020 – May 2021*

- Investigated and resolved escalated technical issues impacting business operations.
- Performed root-cause analysis and implemented long-term solutions to prevent recurrences.
- Developed automation tools and internal applications using PHP and C#.
- Supported system upgrades, backups, and data migration activities.

IT Staff

V.S.O Group of Companies | *Oct 2019 – June 2020*

- Maintained day-to-day IT operations including workstation setup, updates, and troubleshooting.
- Assisted with basic network administration, LAN/WAN configuration, and printer setup.
- Managed email systems and monitored internet connectivity and usage.

Freelance IT / Programmer

Self-Employed | *2017 – 2019*

- Developed customized web and desktop applications for local clients using PHP, JavaScript, and Firebase.
- Built responsive, user-friendly websites for small businesses using WordPress.
- Provided long-term maintenance and technical support for client systems.

Job Order / Intern – ICT Support Services

Department of Budget and Management | *May 2018 – Sept 2018*

- Assisted in installing, configuring, and troubleshooting computer hardware and network setups.
- Supported internal staff by documenting system processes and tracking IT inventory.

Technical Skills

Programming & Development:

- HTML, CSS, JavaScript, PHP, C#, React Native

Databases:

- SQL Server, MariaDB, Firebase

Tools & Platforms:

- WordPress, SAP, Adobe Creative Suite, Figma (UI/UX Design)

Networking & Systems:

- PC Troubleshooting, LAN/WAN Configuration, System Installation & Maintenance
- FortiGate, ESET Antivirus, pfSense Firewall
- Microsoft 365 Administration

Other Skills:

- Social Media Management (Facebook Pages)
- Website Management (WordPress CMS)

Education

Bachelor of Science in Computer Science
Eulogio "Amang" Rodriguez Institute of Science and Technology
Nagtahan, Sampaloc, Manila | 2015 – 2019

High School Diploma
Florentino Torres High School
Juan Luna St., Tondo, Manila | 2008 – 2012