

GENREV O. AVELINO

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SYSTEM ADMINISTRATOR | TECHNICAL SUPPORT PROFESSIONAL | DEVELOPER – IN - TRAINING

Technical Proficiency | Problem-Solving | Network Administration | App Support | Automation

Experienced IT professional with 5+ years in system administration, technical support, and application support, combined with 7 years of expertise in ERP systems and process improvement. Adept at managing enterprise applications, troubleshooting SAP, NetSuite, and custom business applications, optimizing IT infrastructure, and enhancing security protocols. Proficient in Microsoft 365, VMware, Cisco networking, and ERP support, with a strong commitment to automation and process efficiency.

TECHNICAL SKILLS

System Administration & IT Support

- Windows Server
- Active Directory / Group Policy
- Microsoft 365 (Azure AD, Intune, Sharepoint, Teams, Exchange, Purview)
- Hyper V / VMware / Virtual Box
- Network-Attached Storage (NAS) Management (QNAP)
- Multi-Factor Authentication (MFA)
- ERP: SAP (MM/SD, Backup) / Oracle NetSuite

Application & Enterprise Software Support

- SAP & NetSuite User Management
- Sprout HR, FreshService Administration
- Troubleshooting ERP & Business Apps
- Custom Web Portal & Internal Systems Support
- IT Asset Management & Software Licensing

Networking & Infrastructure

- Wi-Fi Administration (Cisco Meraki / Altai setup and configuration)
- Cisco Switch Configuration & Troubleshooting
- LAN/WAN Management, TCP/IP, DNS, DHCP
- Site-to-Site VPN & Remote Access VPN (Sophos/Fortinet)

- Firewall Config (FortiGate, Sophos)
- Traffic Shaping, Failover, Load Balancing
- Network Security (Firewalls, Endpoint Security)
- PRTG Monitoring tool
- Advanced Telephony (PABX, VoIP)
- Remote Desktop / Anydesk / TeamViewer

Programming & Automation

- C++ / C# / .Net / Python / PHP / MySQL / HTML / CSS / Javascript
- Batch File, CMD / PowerShell
- Microsoft Power Automate

Data Management & Backup

- VEEAM Backup & Replication
- QNAP NAS Configuration & Management
- IT Asset Management

Deployment & Maintenance

- SCCM, PDQ Deploy, WSUS
- Server Patching & Maintenance
- Biometrics Systems & CCTV Deployment
- IT Asset Deployment

Professional Skills

- Technical Documentation
- Project Management
- Change Management
- Team Collaboration
- Communication & Training

TECHNICAL EXPERIENCE

TECHNICAL SUPPORT ENGINEER

Fly Ace Corporation – Pasay City, Metro Manila | 01/2023 – Present

- Provided remote and on-site tech support, ensuring minimal system downtime for 400+ users.
- Managed M365 tenant administration, including user provisioning, Exchange Online, and SharePoint.
- Administered AD, and implemented (MFA) to enhance security.
- Deployed, maintained, and troubleshoot Cisco network infrastructure, VLANs, and FortiGate/Sophos firewalls.
- Configured and optimized VPNs, VLANs, and remote access solutions for secure connectivity.
- Installed and managed Cisco Meraki AP, improving wireless coverage across multiple sites.
- Supported SAP ECC, and Sprout HR, resolving login issues, user access, and system errors.
- Maintained IT asset tracking, software licensing, and hardware warranties in FreshService.
- Conducted patch management and OS updates using WSUS, SCCM, and PDQ Deploy.
- Implemented VEEAM Backup & Replication strategies to ensure data integrity and business continuity.
- Programmed Automation tools for IT-Infrastructure team via MS Automate and Powershell scripts
- Led security awareness training for new employees, covering phishing, endpoint security, and compliance policies.

COMPUTER DESKTOP SUPPORT / VA / COMPUTER TECHNICIAN

Freelance (TechyBacker, Upwork, Fiverr, Onlinejobsph) | 01/2022 – 01/2023

- Provided remote IT support, resolving hardware/software issues efficiently.
- Managed IT procurement, setup, and troubleshooting for home office networks.
- Delivered macOS troubleshooting and basic Linux Mint support.
- Achieved 20% faster resolution times, increasing client satisfaction.

BUSINESS APPLICATIONS & SYSTEMS - TECHNICAL ASSISTANT

Jaka Distribution, Inc. – Pasig City, Metro Manila | 08/2019 – 01/2022

- Reported directly to the General Manager, leading IT systems and network projects.
- Spearheaded internet upgrades, biometric deployments, and CCTV installations.
- Improved network performance by 25% through ISP management and bandwidth optimization.
- Researched and procured IT solutions, ensuring cost efficiency.
- Supported SAP user access, login troubleshooting, and basic system error

ADDITIONAL NON-TECHNICAL EXPERIENCE

- **Inventory Planner (Jaka Distribution, Inc. | 01/2018 – 08/2019)**
Managed stock acquisition and scheduling, coordinated logistics, and delivered detailed reports for strategic decisions.
 - **Credit & Collection Analyst (Jaka Distribution, Inc. | 12/2013 – 01/2018)**
Oversaw customer accounts, credit limits, and payment reconciliations, producing monthly AR aging reports for management.
 - **Finance Lead Encoder (Jaka Distribution, Inc. | 02/2013 – 12/2013)**
Supervised finance encoding processes, managed payments, and optimized data entry workflows.
 - **Sales Accounting Assistant (Jaka Distribution, Inc. | 08/2012 – 02/2013)**
Prepared collection reports, assisted with bank reconciliations, and supported SAP inventory tracking.
 - **Finance Encoder (Jaka Distribution, Inc. | 04/2012 – 08/2012)**
Entered logistics/sales data into SAP, processed credit memos, and supported inventory activities.
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EDUCATION

- **Polytechnic University of the Philippines – Taguig City, Metro Manila**
Bachelor of Science in Entrepreneurial Management (April 2012)
 - **Polytechnic University of the Philippines - Open University System – Sta. Mesa, Manila**
Post-Baccalaureate Diploma in Information Technology (Enrolled, October 2024 to Present)
Current Subjects (2nd Sem): Intermediate Programming, IT Infrastructure & Architecture, IT Project Management, Backend Web Development, Projects in IS
Roles: *Team Leader, Developer, Project Manager*
 - **Ongoing Capstone Project:**
 - *R Code-Based Attendance System for Schools (PHP, MySQL, XAMPP)*
 - Features: Real-time QR scanning, attendance logs, class integration, interval scanning
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CERTIFICATION

- LinkedIn Learning Microsoft 365: Administration Course Completion Certificate (**February 2025**)
- Google IT Support Professional Certificate (**January 2025**)
- Cisco Networking Basics with Badge (**January 2025**)
- Sophos XGS Firewall Basic Training Certificate (**September 2024**)
- APNIC Cyber Security Fundamentals Certificate (**April 2024**)
- TESDA National Certificate II in Computer Systems Servicing (**March 2023**)
- CSS Training Completion Certificate (Provincial Capitol Santa Cruz) (**December 2022**)
- Computer Systems Professional Certificate (LearnComputerToday.net) (**October 2021**)