

CIELLE MAE C. PEÑAMORA

IT Support Intern Candidate | Madrid Philippines

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CAREER OBJECTIVE

Third-year Computer Engineering student at PUP seeking the IT Support Intern position with Madrid Philippines. Brings hands-on experience diagnosing and resolving hardware and software issues, maintaining Windows systems, and supporting end users, gained from a printing shop and student-led technical projects. Comfortable with OS installation, troubleshooting, and basic networking, with strong readiness to learn IT security practices and support day-to-day operations.

SKILLS

IT Support & Troubleshooting: Diagnosing and resolving hardware and software issues; preventive maintenance of desktops, laptops, printers, and peripherals; walk-in and end-user technical support

Systems & Software Maintenance: Windows OS installation, configuration, and updates; MS Office; development-environment and device setup and upkeep

Networking Fundamentals: LAN/Wi-Fi/internet troubleshooting, basic cabling and IP configuration, familiarity with routers, switches, and access points

IT Security Awareness: Following access, backup, and version-control best practices (Git/GitHub); IT activity logs and system configuration records

Tools & Platforms: Windows OS, MS Office, Git/GitHub, Adobe Premiere, React, TypeScript, PHP, MySQL, Node.js/Express, Python

Client & Team Support: Walk-in client service, following supervisor instructions, cross-functional teamwork; English (Fluent), Filipino (Native)

EDUCATION

Polytechnic University of the Philippines

BS Computer Engineering, Web & Mobile Systems Specialization • Expected 2028

Northern Quezon College Incorporation

ABM Strand • With High Honors, Class & Batch President

Infanta National High School

Special Program in the Arts (Visual Arts) • With High Honors

CERTIFICATIONS & AWARDS

- AI Fundamentals — DataCamp (May 2026)
- Data Literacy — DataCamp (May 2026)
- AI-Powered Project Manager Masterclass (Dec 2025)
- School of Leaders 1 — Most Outstanding Awardee

EXPERIENCE

Document Services & Large Format Production Assistant 2026

KNJ Printing — School/Office Publishing Services

- Set up, operated, and troubleshoot printing and binding equipment for daily walk-in requests, diagnosing hardware faults and resolving them on the spot to keep same-day turnaround on track
- Maintained and configured large-format printing hardware for tarpaulins, vinyl stickers, standees, wall murals, posters, backlit displays, and vehicle wraps, handling output and equipment issues directly on the shop floor
- Edited sermon recordings in Adobe Premiere, applying software proficiency to a real production workflow

Team Leader, Full Stack

Xontrix — Integrated Electronics E-Commerce & AI-Powered Business Management Platform

- Set up, configured, and maintained development environments and devices across the team, resolving hardware and software issues to keep workflows on schedule
- Maintained version control standards (Git/GitHub) with backups and a traceable file structure, and documented technical issues, configurations, and resolutions for team reference

President

PUP Seeds of the Nations (PUP SONS)

- Coordinated with an external IT Consultant from Deloitte to plan and run a Python Mentorship Workshop, managing logistics and stakeholder communication
- Led timelines and communication across officer committees for technical and community initiatives
- Scoped requirements and documentation for Harvest, an automated member-tracking platform, bridging operational and technical needs

PROJECTS

SafeBite | Food Safety Bacteria Scanner

Harvard CS50P Final Project

- Built and tested a Python/PyQt6/OpenCV application, including installation, configuration, and troubleshooting across the development environment