Mary Jane D Bungque

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PROFESSIONAL SUMMARY

- Experience in designing, opened skill on programming, implementing databases and testing computer-based
- Successfully build and design personal web and two professional web site for clients
- Fluent in two more languages: Tagalog, Kapampangan
- Self-independence, able to work in a fast pace environment and competent at managing responsibilities in a high-volume atmosphere
- Possess excellent communication and inter-personal skills
- Skilled at interacting with customers of different backgrounds

EDUCATION

- Southern Illinois University Edwardsville (SIUE); Edwardsville, IL
  - Bachelor of Science: Business Computer Management Info & System
  - Expected Graduation: December 2015
- Robert Morris University Springfield (RMU); Springfield, IL
  - Associate of Applied Science: Medical Assisting
  - Graduation: December 2011

TECHNICAL COMPETENCIES & SKILLS

- Hardware
  - Laptops, CD drivers, keyboards, mouse, hdmi/video ports, printers, CPU, RAMS, Internet LAN/WANs, PointSec, Computer Imaged Process
- Software
  - TCP/ICP, OS, Windows 7 & 8, Windows Vista & XP, PDF, Microsoft Office, WinSCP, Putty, Cyberdyck, Terminal, Microsoft Access, VMWare, PSR (Problem steps recorder), Textpad,, Notepad++, Java, Visual Studio, Netbeans, LanDesk, WireShark (packet capture)
- Programming Language
  - HyperText Markup Language (HTML), Cascading styling sheet (CSS), Visual basic, JavaScript, Hypertext Processor (PHP)
- Databases
  - Entity Relationship Diagram (ERD), Structure Query Language (SQL), Systems, application & products in data processing (SAP)
- End User Support (Help Desk)
  - Active Directory Users and Computers, changing passwords, enabling/disabling lock accounts, data entry, ticketing system, remotely accessing laptops/pc

PROFESSIONAL EXPERIENCE

- Desktop Support, August 2015 - Present
- Nidec Motor Corporation – Florissant, MO.
  - Building and re-building new and old laptops and computers for the users
  - Processing computer/laptop image
  - Disk encrypting and installing software's and hardware's
  - Setting up cell phone, air cards, Ipad and other technology involving the company for the users
  - Ordering, upgrading data plans and updating sheet provided by the company

- o Responsible on requesting request from the clients to the proper IT team
- Desk Manager, Nov 2014 – Present (PRN)
- Morris University Center (SIUE) – Edwardsville, IL.
  - o Responsible for the operation of the Welcome desk
  - o Answering phone calls and providing general information about the campus
  - o Customer service: handling concerns, receiving and directing calls & inquires with a professional manner, and being able to communicate assertively
  - o Basic computer knowledge: Microsoft office, web browsing, searching engine, SIUe website, etc.
- Direct Support Personnel (DSP), June 2013 – Sep 2014
- DDHomes Bridgeview Court – Beardstown, IL.
  - o Providing exceptional residential service to adults with developmental disabilities and other cognitive impairments, within a highly respectful, activity-rich, well manages and caring environment
  - o Responsible for taking vital signs and providing correct medications for the residents
  - o Being able to communicate effectively

ACCOMPLISHMENTS

- BJC – CSC Help Desk, End User Support (Shadowing), June – July 2015
  - o Shadowed several people from the customer support while helping people on the other end of the phone call
- Springfield Clinic – Medical Assistant/Phlebotomist, June – Sep 2011
  - o Responsible on taking vital signs, checking patient's samples, cleaning tools, medical records, EKG, blood counts, etc.

PROFESSIONAL AFFILIATIONS

- Association of Information Technology Professionals (AITP) - SIUE
- Fall and Spring Dean's List – Robert Morris University
- Dance & Cheerleading Member – Robert Morris University
- Red Cross / American Blood Donor – Member

CERTIFICATION

- Registered Medical Assistant – December 2011

OTHER HIGHLIGHTS

- Currently studying to get Network + certification
- Medical Skills
  - o Urinalysis, Phlebotomy, EKG, vital signs, medical records, insurance, blood counts, cleaning medical tools
- Web Design Sample
  - o www.siue.edu/~mbungqu
  - o www.siue.edu/~mbungqu/O'Fallon_Childcare
  - o www.siue.edu/~mbungqu/Connie_Barber

✤ **Reference Upon Request** ☎