

CLAUDEVAN A. MACABALE

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PROFESSIONAL SUMMARY

IT Support and Operations professional with 8+ years of government office experience, including 5+ years in technical support, user access management, network troubleshooting, ticketing workflows and data backup operations. Skilled in Google Workspace, Microsoft 365, NAS support, technical documentation, multimedia production and AI-assisted application development using OpenAI Codex and Google Antigravity. Built internal-use tools that automated DTR generation for 40 office-based employees, reduced monthly CPI infographic production from around 1 hour to a few minutes, and supported PhilSys packet workflows covering more than 1 million data packets.

Seeking remote IT Support VA or Technical VA roles where troubleshooting, workflow automation, documentation and client-facing support can improve daily operations for US, UK or AU teams.

KEY SKILLS

IT Support | System Administration | Network Administration | User Access Management | Ticketing Workflows | NAS Backup Support | Data Verification | Technical Documentation | Workflow Automation | AI-Assisted Application Development | Human-in-the-Loop Testing and Validation | Customer and Technical Support | Multimedia Production

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Gmail, Drive, Docs, Sheets, Calendar), Microsoft 365, Microsoft Excel, PowerPoint, file naming, folder organization, shared drive management

Communication: Zoom, Google Meet, Microsoft Teams, Slack, Discord, WhatsApp, email coordination, internal team updates

IT & Systems: Windows OS, Network troubleshooting, firewall support, NAS backup workflows, user account provisioning, ticketing systems, printer setup, workstation troubleshooting

AI & Automation: ChatGPT, OpenAI Codex, Gemini, Google Antigravity, Claude, Prompt Engineering, Prompt-to-Code Workflows, Workflow Automation, AI-assisted Coding, Desktop Utility Prototyping

Design & Content: Adobe Photoshop, Canva, Adobe InDesign, DaVinci Resolve, Wondershare Filmora, PowerDirector

Project & Documentation: Technical reporting, incident documentation, workflow mapping, process tracking, process improvement, SOP drafting, task monitoring

PROFESSIONAL EXPERIENCE

Information System Analyst I | Philippine Statistics Authority, Cagayan de Oro City | May 2021 to Present

- Support 90+ users during peak PhilSys operations, resolving hardware, software, network and registration-system issues to maintain field activity continuity.
- Manage user account provisioning and credential distribution for Registration Kit Operators and Supervisors across multiple deployment sites.
- Coordinate ePhilID ticket workflows for onboarding, remapping and status updates, keeping technical concerns documented, tracked and ready for escalation.
- Perform recurring data packet backups to Central Office NAS, supporting data integrity, availability and retrieval for provincial PhilSys operations.
- Support 2 provincial platforms, eCRVS and APCAS, providing system maintenance assistance, user support and digital records workflow troubleshooting.
- Create infographics, annual reports, video presentations and internal visuals for office communication, public reporting and event support.

Accounting / Loans Assistant | Pag-IBIG Fund, Members Services Branch, Cagayan de Oro City | July 2017 to May 2021

- Maintained and validated records for 200+ employer accounts, supporting data accuracy, compliance and regular employer coordination.
- Served 100+ frontline clients daily for registration and Loyalty Card verification, resolving data-related concerns during high-volume transactions.
- Verified MID records, employer details and borrower eligibility data, reducing processing discrepancies across member-related transactions.
- Configured event equipment including LAN connections, projectors, laptops, audio systems and video cameras for office programs and presentations.
- Resolved basic IT concerns covering printer installation, shared-folder permissions, workstation setup, display configuration and network troubleshooting.

SELECTED AI-ASSISTED PROJECTS

Kurodeban TimeFlow, Daily Time Record Automation Tool

- Built a local desktop tool that generates individual DTR forms for around 40 office-based employees from ZKTeco biometric attendance exports in a few minutes.
- Replaced manual Google Drive link lookup, Word document lookup, handwritten time entry and non-uniform DTR submissions with standardized Excel and PDF outputs.
- Added employee name review, correction and grouping steps so HR can print DTRs faster and focus follow-ups only on employees with unsigned forms.

CPI Infographic Data Change Automation

- Automated 4 recurring monthly CPI infographics by reading Excel data, updating Photoshop PSD text layers, exporting PNG/PDF files and uploading outputs to assigned Google Drive folders.
- Reduced monthly infographic production from around 1 hour of manual editing, file naming, exporting and uploading to a few minutes.
- Improved recurring data-change accuracy to 100% by pulling values from source workbooks and reducing manual copy-paste errors before supervisor review.

PhilSys PDF Access Troubleshooting Utility

- Created an authorized local troubleshooting utility for rare PhilSys system-generated PDFs that failed to open using the expected internal access pattern.
- Reduced document access resolution time from 30 to 60 minutes of head-office coordination to a few minutes of local verification.
- Kept file handling local and limited the process to approved internal access scenarios, supporting faster client service without external file transfer.

PhilSys PAMANA, Packets, Matrix and NAS Automation Tool

- Built an internal automation tool for PhilSys packet handling across NAS migration, packet tracking and Matrix ticket workflows covering more than 1 million PhilSys data packets.
- Automated repeated NAS migration steps between Central Office storage locations, cutting the projected transfer timeline by around 75% and increasing transfer speed up to 4x.
- Created a Packet Tracker feature that searches both NAS locations from a pasted packet list and downloads matching packets in one click instead of manual folder checking.
- Automated packet restoration support steps, including packet lookup, folder preparation, file routing and ticket follow-up, reducing manual handling across recurring Matrix workflows.

PSA Misamis Oriental IOMS, Integrated Operations Management System

- Designed an internal operations platform for project monitoring, employee records, vehicle scheduling, room reservations, workload visibility and weekly convocation assignments.
- Created a monitoring board to track project progress, deadlines and employee follow-ups, reducing reliance on repeated manual reminders.
- Built scheduling modules for vehicles and training rooms to reduce booking conflicts caused by manual assignment and informal requests.
- Created a Calendar of Activities showing daily events, project activities, employee assignments, travel schedules, room usage and vehicle usage in one shared view.

EDUCATION

Bachelor of Science in Information Systems | Xavier University, Ateneo de Cagayan | 2016

CERTIFICATIONS

Google IT Support Professional Certificate, Google (2024) | Cisco Certified Support Technician IT Support 100-140, Pearson (2025) | Google AI Specialization, Google (2026) | Google AI Essentials, Google (2026) | Building No-Code Apps with AppSheet Automation, Google (2026) | Generative AI: Introduction and Applications, IBM (2026) | Cybersecurity Competency Framework, Philippine Statistics Authority (2024)

REMOTE WORK READINESS

Internet: Converge Fiber 25 Mbps (primary) | PARASAT Fiber 500 Mbps backup work location within 15 minutes | Globe and Smart mobile hotspot 25 Mbps
Power: Backup work location available during outages, located within 15 minutes from home with stable power and internet access
Equipment: HP Victus 15, Intel Core i5 12th Gen, 32GB RAM, NVIDIA GeForce RTX 3050, Sony WH-1000XM4 noise-canceling headphones with microphone
Workspace: Dedicated table-and-chair workspace in a quiet room with minimal background noise for client calls and focused work
Availability: US EST, PST, UK GMT and AU AEST timezone support

LANGUAGES

English (Fluent) | Filipino (Native) | Bisaya (Native)