POENAPI CENAS

SUMMARY

Dedicated Performance Optimization Analyst with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

EXPERIENCE

Performance Opt Specialist, 08/2017 - Current
ThermoFisher Scientific - Philippines

- Performs first line system maintenance to ensure system security, integrity of the overall data configuration and structure, and routine systems integration maintenance, escalating severe issues
- Follows a pre-defined process to support the maintenance of systems data structures, reports, and documentation
- Serves as primary contact and provides consultation to the business for the evaluation, design, and set-up of newly provisioned data
- Acts as the primary support for end users, providing assistance and resolving incidents
- Performs regular follow-up on incidents to ensure all issues are resolved fully and in a timely manner
- Provides system administrator training, support and troubleshooting
- Provides additional training based on business needs
- Supports the audit process by conducting root cause analyses and documenting resulting changes and actions
- Prepares, coordinates and delivers pre-meeting and project working group materials, facilities and communications per timeline milestones
- Performs special projects, assignments, and administrative support per business need
- Account Management: Create user logins as needed and assigns user permissions
- Create and manage user structures including the creation of user groups and learning cohorts
- Manage course enrollment including progress tracking
- Course Management: Publish and archive online or blended learning solutions, assign training, and add and delete resources
- Work with the Operations and Maintenance departments to manage the course assets
- Create and retire learning activities, Curriculum, OJT Course, ILT course
- Creates and maintains instructor-led training, events, sessions, curricula, online learning, materials, assessments, evaluations, and email notifications within the LMS and performs QA testing in preparation for deployment
- Performs troubleshooting of production issues and generates vendor support tickets to facilitate bug fixes, changes, and enhancements to existing functionality

CONTACT

Address: Santa Cruz Laguna, Philippines 4009
Phone: (+63) 49-3046750
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SKILLS

- Knowledge of Articulate
- Knowledge of Adobe Products
- Knowledge of Learning Management System
- Knowledge of Cherwell Ticketing System
- Knowledge of Power BI
- Knowledge of SQL
- Knowledge of Moodle LMS
- Data Entry
- Resourcefulness
- Problem-solving

- Attends LMS user group conferences &/or online learning events to determine LMS best practices.

eLearning Developer, 01/2011 - 08/2017
Upwork Freelancer - Philippines

- Creating e-learning courses using articulate storyline, lectora and captivate
- Publishing courses into SCORM, AICC, HTML or EXE format
- Updating existing e-learning courses
- LMS installation and maintenance
- Serve as QA for all the eLearning courses created
- Making sure that all courses are always ready for deployment.

eLearning Developer, 02/2015 - 06/2016
Acquire BPO - National Capital Reg, Philippines

- Creating e-learning courses using articulate storyline, lectora and captivate
- Publishing courses into SCORM, AICC, HTML or EXE format
- Updating existing e-learning courses
- LMS installation and maintenance
- Server as QA for all the eLearning courses created
- Making sure that all courses are always ready for deployment.

e-Learning Supervisor, 08/2010 - 02/2015
StaffRight Solutions Inc. - Central Luzon, Philippines

- Responsible in managing e-learning team
- Responsible in developing online courses
- Responsible in making course demos for a client
- Responsible in updating existing e-learning courses
- Responsible in publishing the course into different formats
- (scorm,aicc,exe and html)
- Provides technical support to our clients and in the office
- Responsible in installing software such as Windows Operating System and other software related in the office works
- Responsible in troubleshooting of online Learning Management System to our clients and in the office
- (Hardware and software)
- Responsible in configuring the online Learning Management System
- Responsible in hardware and software inventory
- Responsible in all software and hardware installation in the company like windows 2000/XP as a workstation and Windows NT, Windows 2000 and 2003 advance server for our servers
- Responsible in set ups of new servers and computers.

IT Consultant, 01/2008 - 08/2010
Yapster e-Learning Inc.

- Provides technical support to our clients and in the office
- Responsible in installing software such as Windows Operating System and other software related in the office works
- Responsible in troubleshooting of online Learning Management System to our clients and in the office
- (hardware and software)
- Responsible in configuring the online Learning Management System (Phone and Field Support)
- Responsible in enrolling and updating new and existing accounts/users in online Learning Management System
- Responsible in uploading and deleting courses in online LMS
- Responsible in courses inventory

- Responsible in hardware and software inventory
- Responsible in all software and hardware installation in the company like windows 2000/XP as a workstation and Windows NT, Windows 2000 and 2003 advance server for our servers
- Responsible in monitoring bandwidth utilization per machine and per server
- Responsible in maintaining Network connectivity and administering Internet access (TCP/IP configuration)
- Responsible in configuring and administering mail server
- Responsible in installing anti-virus in different workstations
- Responsible in set ups of new servers and computers
- Web Developer / Database Administrator
- Responsible in creating and updating 2studyit.com website
- Responsible in configuring and updating the database which 2studyit.com connected
- Responsible in website designing and developing
- Responsible in cleaning logs in database system.

Content Developer/Technical Assistant/CompTech, 08/2006 - 01/2008
Yapster e-Learning Inc.

- To design and develop e-learning courses, photo and image editing, technical problems and concerns of the team.

EDUCATION

Vocational Diploma / Short Course Certificate in Computer Science/Information Technology, 01/2006
AMA COMPUTER UNIVERSITY - Philippines

PERSONAL INFORMATION

- **Address**: Blk 1, Lot 32, Phase 4 Lynville Subd. Bagumbayan Santa Cruz Laguna, 4009 Philippines
- **Date of Birth**: October 27, 1984
- **Nationality**: Filipino
- **Languages**: English, Tagalog and Cebuano
- **LinkedIn Profile**: https://www.linkedin.com/in/poenapi-cenas-5a726447/