

LANCE M. ACHACOSO

Information Technology | IT Specialist | Cybersecurity | Penetration Tester | Developer | Technical Support | Admin

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Professional Summary

Results-driven IT professional with experience in technical support, system troubleshooting, and client onboarding within enterprise environments. Proven ability to deliver Level 1 support, investigate and resolve system issues, and collaborate with cross-functional teams to ensure timely issue resolution and continuous service improvement. Experienced in end-user support, system installation and configuration, hardware maintenance, and IT asset management, with a strong focus on operational efficiency and process improvement. Demonstrates strong analytical skills, attention to detail, and the ability to communicate technical concepts effectively to both technical and non-technical stakeholders.

Education

Pamantasan ng Lungsod ng San Pablo

Bachelor of Science in Information Technology – Major in Web & Game Development
Cum Laude | 2020-2024

Work Experience

Jr. Tech Support Engineer | Greytech Services Inc. – QTech Games | San Lorenzo, Makati City | Full time | Feb 2026 – Present

- Delivered Level 1 technical support to clients and suppliers, resolving system and user issues in a timely manner.
- Guided new clients through the integration process, ensuring smooth onboarding and system adoption.
- Collaborated with the development team to report, track, and resolve technical issues effectively.
- Identified gaps in existing processes and proposed improvements to enhance workflow efficiency and overall service quality.
- Investigated and analyzed customer-reported system errors, identifying root causes and providing appropriate solutions or escalations.

IT Admin Specialist | Manpower Outsourcing Services Inc. | Ortigas Center, Pasig City | Full Time | Feb 2025 – Feb 2026

Deployed at Huawei Technologies Philippines | BGC, Taguig City | February 2025 – Present

- Troubleshoot laptop issues including software errors, system crashes, hardware diagnostics, and performance concerns.
- Install and configure operating systems, company-approved software, and security tools.
- Perform basic hardware repairs and preventive maintenance on laptops.
- Track and maintain inventory of all company laptops issued to associates, ensuring accurate documentation and accountability.
- Handle associates' technical concerns and provide timely IT support for smooth daily operations.
- Manage and update administrative documents including 201 files, CRT files, and HMO records.
- Assist associates with Huawei-related processes and system requirements.
- Coordinate with internal teams to ensure proper deployment, collection, and documentation of IT assets.
- Managed the onboarding process for new hires, coordinating documentation, orientation, system access, and compliance with company policies.

IT Tech & Accounting Support | Andy Albao Corporation | Tiaong, Quaezon | Intern | February 2024 – May 2024

- Provided technical support by troubleshooting system units, printers, and application software to ensure smooth daily operations.
- Performed hardware diagnostics, repair, and routine maintenance on computers and printers to minimize downtime.
- Assisted the Accounting Department by organizing and managing financial documents such as check vouchers, purchase orders, sales invoices, and purchase request forms.
- Coordinated with internal stakeholders to verify data accuracy and support timely, error-free financial reporting.

SK Treasurer | Sangguniang Kabataan, Brgy. Quipot Tiaong, Quezon | November 2023 – Present

- Manage and safeguard SK funds by tracking expenses, preparing financial documents, and ensuring compliance with local government financial guidelines.
- Provide technical support by troubleshooting system units, printers, and application software used during meetings and community activities.

- Perform hardware diagnostics, repairs, and routine maintenance on computers and printers to support uninterrupted barangay operations.
- Assist in organizing and maintaining financial records, including check vouchers, purchase orders, sales invoices, and purchase request forms, ensuring proper filing and accuracy.
- Coordinate with barangay officials and youth stakeholders to validate financial data and support timely, transparent, and error-free financial reporting.
- Support the planning and execution of community programs, youth events, and barangay initiatives by handling logistics, documentation, and technical requirements.
- Promote youth engagement by participating in local outreach activities and contributing to discussions for community development projects.
- Developed and implemented initiatives to improve transparency and efficiency in financial processes, enhancing accountability within the organization.

Human Resources | Yazaki-Torres Manufacturing Inc. | Calamba, Laguna | Intern | March 2020 – April 2020

- Compiled, organized, and maintained employee data within HR databases, ensuring accurate and up-to-date personnel records.
- Maintained the confidentiality of sensitive employee information in strict accordance with company policies and data protection standards.
- Assisted in coordinating and implementing employee training and development programs, contributing to workforce skill enhancement and overall organizational efficiency.
- Supported HR staff with day-to-day administrative tasks, improving the workflow and efficiency of HR operations.

Laborer | Malveda Builders | Tiaong, Quezon | Part-time

- Engages in part-time manual works in construction projects every summer or semestral break doing

Trainings and Seminars

- **Certified**, Civil Service Eligible
- **Participant**, “Substance Abuse Prevention Awareness: Breaking Chains, Building Futures: Embracing Sobriety, Empowering Lives”. Celebration of Linggo ng Kabataan. Sangguniang Kabataan-Quipot, Tiaong, and Red Cross, Lucena Chapter. July 2024.
- **Certified**, Bookkeeping - National Certificate II, Technical Education and Skill Development Authority (TESDA), 2023.
- **Participant**, Arduino Microprocessor Crash Course. “Get to Experience Sensor Interfacing for Better Hardware Familiarity”. By Mr. Apolo Capuno. Pamantasan ng Lungsod ng San Pablo (PLSP). November 2022.
- Y4-IT Webinar Series. Department of Information and Communication Technology (DICT) Region IV-A. November 2022.

Awards and Recognition

- Graduated with Academic Honors (Cum Laude), PLSP
- Best in Capstone Project Awardee, PLSP
- Consistent Dean’s Lister
- Participant, HACK4GOV 3, Cybersecurity Regional Competition, DICT- Region IV-A, June 2024.
- Participant, CODEIGNITER 4, Programming Training, DICT – LSPU-SPCC, November 2023.
- Participant, HACK4GOV 2, Cybersecurity Regional Competition, DICT- Region IV-A, September 2023