

Sean Marvin Ortaleza

Systems Engineer | Technical Support | Virtual Assistant

Dasmariñas City, Cavite | +63 956 123 0403 |
ortalezaseanmarvin@gmail.com | <https://seanmarvin777.github.io/smortaleza>

Professional Summary

Detail-oriented professional with experience in systems engineering, customer service, and virtual assistance. Skilled in troubleshooting, project coordination, and data handling, with a strong ability to work under pressure and manage multiple priorities. Effective team collaborator committed to delivering reliable results.

Core Competencies

- Systems Engineering (Ubuntu, VMware; Streaming & Encoding: OBS, Wirecast, various encoders)
 - Version Control & Web Hosting (GitHub, GitHub Pages, VS Code)
 - Web & WordPress Design (Elementor, HTML, CSS, JS)
 - Data Analysis & Reporting (Microsoft Office, Google Workspace, Canva)
 - Content Delivery Networks (EDGIO, CDNetworks, Wowza, MistServer)
 - Customer Support & Client Relations
 - Virtual Assistance & Lead Generation
 - Project Management & Leadership
 - Performance Monitoring & Troubleshooting
-

Work Experience

Systems Engineer / Streaming Specialist

The Pinnacle Operating Systems Inc. | Jul 2024 – Oct 2025

- Optimized high-traffic live streaming platforms, significantly improving stability and achieving zero downtime
- Diagnosed and resolved system bottlenecks, improving peak concurrent performance
- Performed software debugging, upgrades, and maintenance to enhance system efficiency
- Configured cloud servers and encoder technologies, increasing stream quality and reliability
- Deployed streaming engines on Ubuntu VMs and implemented SSL security

Data Entry & Lead Generation Specialist

Infernozilla | Oct 2023 – Jun 2024

- Collected and analyzed targeted data from Steam, YouTube, and TikTok to support client marketing strategies
- Organized large Excel datasets, improving reporting accuracy and workflow efficiency
- Enhanced database structures for better tracking and retrieval

Customer Service Representative

Asian Technology Services Inc. | Jan 2019 – Jul 2023

- Handled customer inquiries and transactions with 98%+ accuracy and confidentiality
 - Managed financial-related accounts while following strict compliance standards
 - Prepared Excel reports and documentation for internal audits
 - Maintained KPIs despite high-volume daily operations
-

Leadership Experience

Local Organization – External Vice President

JCI Silang Pasimuno – Junior Chamber International Philippines |
Dec 2025 – Present

- Managed partnerships and external relations for the local JCI chapter
- Represented the organization in community, regional, and inter-chapter engagements
- Coordinated collaborations, sponsorships, and joint charity initiatives

Local Organization – Deputy Secretary

JCI Silang Pasimuno – Junior Chamber International Philippines |
Dec 2024 – Nov 2025

- Coordinated community development and youth programs
- Prepared annual reports, evaluations, and national submissions
- Managed internal documentation, agendas, minutes, and official communications
- Improved operational workflows through structured reporting

Education

Bachelor of Science in Business Administration Major in Business Management

Philippine Christian University | 2013 – 2018

WordPress Design & Development with eCommerce and SEO

New Generations Academy | Jul 2023

Languages

- Tagalog – Native
 - English – Conversational
 - Korean (Hangul) – Basic
-

References

Agustine Manaros

Senior Systems Manager | The Pinnacle Operating Systems Inc.

Phone: +63 906 105 8405

Email: agustine.manaros@pinnacleosi.com

Benjamin Abadillo Jr.

Team Leader, System Engineer | The Pinnacle Operating Systems Inc.

Phone: +63 917 378 6160

Email: benjaminabadillo@gmail.com

Rodolfo Torres

HR Manager | Asian Technology Services Inc.

Phone: +63 917 107 4611

Roi Carlo Montenegro

Regional Vice President | JCI Silang Pasimuno

Phone: +63 915 842 0934