John Maron Macuto Pilande

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WORK EXPERIENCE

Product Support Specialist | August 2025 – June 2026

Management Information System, Polynesian Cultural Center, Laie, Hawaii

- Collaborated with cross-functional teams to identify system improvements and solutions aligned with business needs.
- Resolved application defects by performing root cause analysis and coordinating with software vendors.
- Created 10, managed 103 promotional discount codes and pricing campaigns to support marketing and sales.
- Provisioned and maintained B2B travel agent accounts, user permissions, and system access for stakeholders.
- Developed Power BI dashboards that provide leadership with real-time sales, operational, and performance insights.
- Designed and automate 3 business workflows using streamline approval processes.

IT Healthcare Specialist | May 2025 – August 2025

Kahuku Medical Center, Information Technology Department, Kahuku, Hawaii

- Provided Tier 1-3 hardware and software support across hospital departments for 400+ users.
- Provided frontline troubleshooting for Oracle Cerner EHR applications, improving efficiency for healthcare providers.
- Collaborated with vendors and suppliers to resolve connectivity, licensing, and equipment issues.
- Initiated the development of a new-hire IT onboarding application using Microsoft PowerApps.
- Built and maintained an IT asset inventory system using Microsoft Lists integrated with Power BI.
- Designed and implemented automated notification reports for printing supplies using Microsoft Lists and Alerts.
- Designed and implemented automated approval and order for IT supplies using Microsoft Lists and PowerAutomate.
- Administered user accounts and access permissions using Microsoft Active Directory including account provisioning, password resets, group membership management, and access control.

ITO CSR Technical Specialist – Endpoint Management | January 2025 – May 2025

Brigham Young University – Hawaii, Office of Information Technology, Laie, Hawaii

- Packaging, configuring, deploying, and managing OS images, software applications, jamf, Microsoft SCCM and Intune.
- Created 2 client portals using Team Dynamix, enhancing user access to departmental services and support.
- Create and manage SCCM collections, task sequences, and reporting dashboards.
- Troubleshoot SCCM & Intune deployment failures, software update issues, and system performance.
- Work with Active Directory (AD), Group Policy, and WSUS for policy enforcement.
- Provide first-line IT support for hardware, software, network, and application-related issues for 3200+ users.
- Document and update knowledge base articles for common IT issues and resolutions.

Data Visualization Developer **|** October 2024 – January 2025

Brigham Young University – Institutional Research - Advancement, Laie, Hawaii

- Developed interactive dashboards and reports using Domo, SQL, and R to provide data-driven insights for university leadership particularly for President's Council and Board of Trustees.
- Developed and implemented a centralized ticketing system using TeamDynamix to manage, track, and streamline university-wide data service requests.
- Designed data visualizations to monitor key institutional metrics, student success, and strategic initiatives.
- Created and optimized Beast Mode calculations, ETL dataflows, and datasets to improve reporting accuracy.
- Performed data validation, cleaning, and quality assurance to ensure the integrity and reliability of institutional data.
- Worked with 500M+ row dataset from multiple campus systems to support operational and executive reporting.
- Led a cross-functional team of data analysts representing departments across the university and provided training on data analysis, reporting standards, and dashboard development.

IT Hardware Software Support | August 2022 – October 2024
Management Information System, Polynesian Cultural Center, Laie, Hawaii

- Provided first-line technical support to over 1200 users, resolving 95% of cases on first contact.
- Performed routine maintenance of computer systems and networks, reducing system downtime.
- Assisted in network management, optimizing LAN/WAN configurations, and improving network connectivity.
- Installed, configured, and maintained computer hardware, software, systems, networks, printers, and scanners.
- Worked with Active Directory (AD), Group Policy, and WSUS for policy enforcement.
- Maintained comprehensive records of user inquiries, issue resolutions, and system updates using ServiceNow
- Led new hire IT onboarding, ensuring seamless integration of employees into the organization's IT ecosystem.
- Collaborated with cross-functional teams, streamlining data workflows and improving reporting efficiency
- Maintained 18 Power BI workspaces, increasing data integrity and accessibility for over 10 departments.

Executive Assistant | October 2020 – October 2024
Soar AI, Lehi, Utah, 84043, USA

- Built targeted outreach lists to secure CEO meetings with investors and executives.
- Generated leads and maintained an accurate, segmented prospect database.
- Indexed, categorized, and organized thousands of media assets to build a structured content library supporting the development and training of AI-powered products.
- Invited thought leaders, executive coaches, and industry experts as featured guests for executive podcast series.
- Managed end-to-end podcast production, including guest coordination, video editing, publishing, and promotion across YouTube and digital platforms. Managed multiple social media platforms of clients by creating engaging content, designing promotional graphics, increasing audience engagement, and responding to customer inquiries.

EDUCATION

Brigham Young University – Hawaii
Bachelor of Science in Information Technology
Minors: *Supply Chain, Operations, and Analytics
*Foundational Language Study: Spanish

IWORK Scholarship Recipient
Summa Cum Laude | GPA 3.94
BYU-Hawaii Esports Club Founder
Upsilon Pi Epsilon Honor Society Member

SKILLS

- Organizational Skills
- Analytical Skills
- Communication Skills
- Project Management
- Cloud Platforms: AWS, Azure, Google Cloud
- ITSM: ServiceNow, Freshdesk, TeamDynamix
- Data Visualization: Power BI, Tableau, Domo
- Programming Skills: Python, SQL, JavaScript, R

CERTIFICATES, LICENSES, MICRO CREDENTIALS

Amazon Web Services – Cloud Practitioner Essentials
Amazon Web Services Academy – Cloud Foundations
Amazon Web Services Academy – Data Engineering
Amazon Web Services Academy – Machine Learning
Cisco – Computer Hardware Basics
Cisco - Networking Basics
Cisco - Operating Systems Basics
CompTIA CYSA (CSO-003)
Certified Ethical Hacker (CEH V12)
DataCamp – Data Engineering in SQL
DataCamp – Data Engineering in Snowflake
DataCamp – Data Engineering Associate
Google IT Support – Tech Support
Microsoft Azure AZ-900
Red Hat System Administration I (RH124 - RHA)
Red Hat System Administration II (RH134 – RHA
