JOEL D. FLORES JR.

Taguig City, Philippines • (639)569124437 • joflores651@gmail.com

CAREER TARGET

A passionate and dedicated individual that has an experience about computer hardware and software. I am an outgoing and social person who is also eager to learn and adapt new knowledge to co-workers, mentors, and work environment.

PROFESSIONAL EXPERIENCE

- On-the-Job Training: Technical Support at Management Information Center Rizal Technological University. (2022 – 2023)
    - Assist in the installation, configuration, and maintenance of computer systems, software, and network equipment across campus departments.
    - Support the IT team in troubleshooting hardware and software issues for faculty, staff, and students.
    - Document technical issues and resolutions for future reference and knowledge sharing.
    - Help set up and test audio-visual equipment for school events, seminars, and online learning sessions.
    - Collaborate with the Management Information Center team to support ongoing IT projects and initiatives.
    - Demonstrate professionalism, confidentiality, and a willingness to learn in a real-world technical support environment.

- Customer Expert II: Tiktok Content Moderator at Teleperformance. (2023 – Present)
    - Evaluating user-generated content, ensuring compliance with community standards and policies.
    - Review and moderate user-generated content including videos, comments, live streams, and profiles based on TikTok's community standards and guidelines.
    - Maintain high levels of accuracy and attention to detail when performing content reviews.
    - Stay updated with policy changes and platform-specific moderation standards.
    - Collaborate with other moderators, team leads, and quality assurance specialists to ensure consistency and fairness in decision-making.
    - Provide feedback and insights to help improve moderation processes.
    - Handle content in various formats while maintaining emotional resilience in challenging scenarios.
    - Ensure data privacy and platform integrity at all times.

EDUCATION

Tertiary	Bachelor of Science in Computer Engineering Rizal Technological University Mandaluyong, Philippines 2018 – 2025
Upper Secondary	MCA Montessori School Taguig, Philippines 2016 – 2018 *Technical Vocational – Information and Communication Technology*

ACADEMIC PROJECTS

- Seminar: Organizer/Leader in Wireless Networks and Communication.
- Thesis: Autoshroom: An Arduino-based Solar Powered Autonomous Greenhouse for Mushrooms in Rizal Technological University. *(2022 – 2025)*

SKILLS

Software Skills
- C++
- Python
- Visual Basic
- CSS
- HTML
- MySQL
- JavaScript

Hardware Skills
- LAN Cable
- Management
- System Unit Assemble and Disassemble

Other Skills
- Word
- Excel
- PowerPoint
- Sheet