



VINCE INAKI CRUZ

WEB DEVELOPER

WORK EXPERIENCE

Customer service representative
VXI- Philippines
2019 - 2020

- Managing large amounts of incoming phone calls
- Identifying and assess customers' needs to achieve satisfaction
- Building sustainable relationships and trust with customer accounts through open and interactive communication
- Providing accurate, valid and complete information by using the right methods/tools
- Handling customer complaints, providing appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keeping records of customer interactions, process customer accounts and file documents.
- Became 3x employee of the month.

BOOTCAMP PROJECTS

- <https://akisenseiii.github.io/Mp1-Travel-Website/>
- <https://akisenseiii.github.io/Mp2-ULCOLLEX/log-in.html>
- <http://fitworx-gym.herokuapp.com/>

EDUCATION

OUR LADY OF FATIMA UNIVERSITY
Bachelor of Science in Tourism
Management
2018

FULLSTACK WEB DEVELOPMENT
KODEGO BOOTCAMP
2022-2023

BLOCKCHAIN DEVELOPER PROGRAM
SCHOLARSHIP FROM NAS ACADEMY
2023

TECH SKILLS

HTML
CSS
SCSS/SASS
BOOTSTRAP
JAVASCRIPT
REACT JS
JQUERY
GITHUB
LARAVEL
SQL
FIGMA



CONTACT



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Caloocan City Philippines

SKILLS

- Ability to Work in a Team
- Communication Skills
- Critical Thinking
- Adaptability
- Active Listening
- Computer Skills
- Effective Time
- Customer Service
- Ability to Multitask

LANGUAGE

- English
- JAPANESE (BASIC)
- FILIPINO

CERTIFICATES

