



# VINCE INAKI CRUZ

WEB DEVELOPER  
BLOCKCHAIN 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

- [mpl-travel-website-6v42.vercel.app](https://mpl-travel-website-6v42.vercel.app)
- [mp2-ulcollex.vercel.app](https://mp2-ulcollex.vercel.app)
- <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

SOLIDITY  
REMIX  
RUST



## CONTACT



+639 777 569 261



vinceakil1@gmail.com



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

