

JHEIZON BRHYLLE P. DELA CRUZ

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WORK EXPERIENCE

Concentrix

July 2025 – February 2026

Customer Service Advisor

- Handled 1,067 inbound calls across domestic and international support both voice and non-voice achieving a **91.17% Q6 CSAT with resolution**, based on surveyed customer feedback as a Customer Service Advisor on a travel account.
- Got upscaled **two times**, successfully demonstrated how applied skill, lesson and training can get you to a different line of businesses (3 LOBs).

EDUCATION

Pamantasan ng Lungsod ng Pasig

September 2021 – June 2025

Relevant Coursework: Discrete Structures, Algorithms & Complexities, Data Structures I & II, Operating Systems, Software Engineering I & II, Robotics I, Automata Theory and Formal Languages.

PERSONAL PROJECTS

Aquagrade: A Fish-Grading Freshness System

- Took on the role of junior software engineer while also serving as a Machine Learning Engineer (MLE) and Data Governance Officer in the current project, **achieving a model with 90% mAP50** while maintaining a **sweet spot of 66%**.
- Led the team of 3 people**, ensuring that all the tasks are properly and equally delegated to each member of the group, **used Eisenhower Matrix method for prioritizing** tasks based on urgency and importance to the project, which shortened the development of the project from **9 months to 3 months**.

ChuuPurple: Collaborative Components Portfolio

- A built with Vue.js, where I **enhanced UI/UX by creating color palettes**, using a **monochromatic color palette** took from Color Theory
- Out of my **17 feedback, 15 expressed positive sentiment** about the color palette of the website, its seamless layout and smooth animations.

TECHNICAL SKILLS

Documentation Suites: Microsoft 365, Google Suites and LibreSuites

Programming: HTML, CSS & JavaScript, ReactJS, VueJS, NEXT.js, TailwindCSS, GSAP, Laravel, PHP, Arduino, C++, Python, Java, Node.js, Vercel, JSON, YAML

Workflow Automation: Zapier

Multimedia: Canva, Powerpoint, Adobe Photoshop, Sony Vegas Pro, Capcut, Filmora

Machine Learning: Roboflow, PyTorch, Tensorflow, Anaconda, Jupyter, Pillow, YOLOv8-v10

Time Management/ Delegation Tool: Outlook, Notion, JIRA, Trello and AGILE Framework

CERTIFICATIONS

Base Community Townhall Certificate

- For attending and leading the discussion of blockchain, and for answering the questions about Base, how it helps to uphold accountability and transparency in the digital era like a public ledger.

Hardening SQL: Cybersecurity Strategies for Safer Databases

- For the active participation of mitigation of SQL injection and other causes of cyberattacks.

NVIDIA Elevate Seminar: Exploring Career Opportunities for Emerging Technologies

- Emphasized staying updated on Machine Learning, Automotive Vehicles, and Embedded Systems (Internet of Things). Integration of these three is visible, full self-driving cars are a thing now. The event also highlighted continuous learning, networking, and adaptability for career growth.