































































# JEFFREY CARL BUGNAY

Baguio City, Philippines | +639390262227 | [jcsbugnay@gmail.com](mailto:jcsbugnay@gmail.com)

Experienced software developer with 8 years of programming expertise. Passionate about coding and managing team, adept at managing side projects alongside professional responsibilities. Utilizes customer service background to effectively collaborate with global clients. Eager learner, continuously expanding technology skill set. I am currently learning AI technologies and expanding my knowledge in DevOps.

More on my profile website <https://www.jeffreycarlbugnay.info/projects>

## TECHNICAL SKILLS/TECHNOLOGIES

Language/Frameworks			Libraries/Tools	
 JavaScript (ES5/ES6)	 ExpressJS,  ReactJS,  NodeJS,  jQuery,  NextJS		 Socket.io	 UCertify Embedded System
 SQL	 MySQL,  PostgreSQL		 MySQL Workbench	 SQL Optimization
HTML & CSS	 HTML5,  EJS,  SASS,  LESS,  SCSS,  Bootstrap,  Vite		 Sentry	 Quokka.js
 AWS	 EC2,  RDS,  S3,  Load Balancer		 Chai/Mocha	 Google Analytics
 CI/CD	 Jenkins,  AWS,  GitLab,  GitHub Actions		 Stripe	 Git
VCS	 GitHub		 Typeform	 Selenium
Containerization	 Docker		 Zapier	 Freshdesk
 UI/UX	 Figma		 Twilio/SendGrid	 Bcrypt
 Ruby	 Ruby on Rails		 Fetch API	 MDS
NoSQL	 MongoDB		 Axios	 Cisco Packet Tracers
 Python	 Django,  Flask			
 Java	 Spring			
CMS	 Wordpress			
 PHP	 CodeIgniter,  Laravel			

## WORK HISTORY & TRAININGS

### Village88 Inc. (Mid Software Engineer) February, 2024 – Current

- Following the successful sale of a major project, *retained due to significant contributions*, tasked with *supporting new management* takeover of the project and *manages the server* for the client.
- I was able to *conceptualize, design, and engineer software solutions* that adhere to project requirements and standards, emphasizing clean, maintainable, and efficient code authorship.
- Executed comprehensive *code reviews* to enforce coding standards, pinpoint potential issues or defects, and furnish constructive feedback to team members. I've *reviewed and approved hundreds* of Pull Requests.
- Engaged in system design dialogues* and contribute to pivotal architectural decisions.
- I managed *vast databases containing millions of records* and was responsible for extracting valuable data from them.
- Remain abreast of cutting-edge technologies, tools, and industry trends. Pursue *continual skill enhancement* through autonomous learning.
- My daily tasks encompass:
  - Monitoring servers* and addressing issues and requests on a daily basis.
  - Prioritizing tasks* and creating task lists based on their importance.
  - Planning and designing* feature updates and fulfilling feature requests.
  - Developing cronjob scripts* (ex. email notifications for subscription renewals).
  - Facilitating the *endorsement of features to the QA team* for testing.
  - Performing *server updates and maintenance* tasks.
  - Monitoring reported issues and resolving them promptly.
  - Extracting data from multiple databases* containing millions of records.

### DTI Laguna (Contributor) February 2024 (Side Project)

- Contributed to a collaborative side project aimed at managing small to medium-sized enterprises, initiated by the Department of Trade and Industry.
- Employed the MERN stack, opting for MySQL over MongoDB for the database.
- Developed API routes for user registration, authentication, login, and user data retrieval.
- Additionally, designed and optimized the database schema.

### Village88 Inc. (Junior Software Engineer) September 2021 – January 2024

- Within two quarters post-regularization, gained the trust of team leaders and senior engineers, *working independently on major projects and features*, recognized as Rookie of the Year.
- Achieved 19 main/sub features in the first year (5 per quarter) and surpassed with 67 main/sub features in the second year (17 per quarter), with *an average engineering velocity of 9.0 per week*.
- Developed a Facebook-like website from scratch *within a two-hour* company re-assessment for software engineers. Here's the [link](#) for the continuous video playback without any interruptions or cuts.

- *Conducted client meetings*, fostering positive client-engineering team relations and delivering top-tier customer service; *engaged in project management tasks*.
- Led *code clean-up initiative* on legacy systems, optimizing system performance and reducing process time.
- *Implemented new tools* to expedite the development process like VS Code Debugger.

#### **Village88 Inc. (Trainee, Probationary)** March 2021 – September 2021

- Among over 500 applicants, I successfully completed *a rigorous 12-week training program*, earning selection for a significant project. This project involved a coding bootcamp based in the US, with plans for global expansion.
- Devoted over *45 hours per week* to mastering numerous technologies, averaging learning five or more each week.
- Accomplished remarkable tasks such as *replicating popular games* like Flappy Bird, Pac-Man, Tekken, and 1945, while acquiring proficiency in approximately *30 technologies and methodologies*. The training sessions were primarily led by the CEO of the company, supported by teaching assistants.
- As a result of my *exceptional performance* during training, I was selected to work directly with a client based in the United States.
- Probationary. *Quickly familiarized myself* with existing project systems, codebases, and databases, successfully completing two tasks within the first week of probation. These tasks underwent QA testing and were deployed to production within the same week.

#### **Foundever (AT&T Billing, Sales & Tech Dept Customer Service Representative III – Supervisor)** April 2020 – February 2021

- Supervised and lead a team of *12 - 15 customer service representatives*, ensuring they meet performance targets and provide excellent service to customers by *providing training and coaching* to team members on company policies, procedures, and customer service techniques to enhance their skills and performance.
- *Handle escalated customer inquiries or complaints* that require supervisor intervention, resolving issues promptly and effectively to ensure customer satisfaction.
- *Manage the workflow and distribution of tasks* among team members to ensure efficient operations and timely resolution of customer issues.
- *Conduct quality assurance checks* on customer interactions (e.g., phone calls, emails) to ensure compliance with company standards and regulatory requirements.
- *Generate reports on team performance metrics and trends*, analyzing data to identify areas for improvement and implementing strategies to enhance performance.

#### **SITEL (AT&T Billing, Sales & Tech Dept Customer Service Representative II - Floorwalker)** April 2019 – March 2020

- *Address escalated customer inquiries or complaints* that require immediate attention or supervisor intervention, ensuring timely resolution and customer satisfaction.
- *Assist in training and coaching new customer service representatives*, providing instruction on company policies, procedures, and customer service techniques.
- *Offer feedback and coaching* to customer service representatives to help them improve their performance.
- *Communicate updates, changes, or important information* to customer service representatives on the floor, ensuring they are informed and prepared to assist customers effectively.
- *Ensure compliance* with company policies, procedures, and regulatory requirements, maintaining confidentiality and protecting sensitive customer information.

#### **SITEL (AT&T Billing, Sales & Tech Dept, Customer Service Representative I)** May 2017 – March 2019

- Worked for AT&T's various services such as DirecTV, AT&T Internet & Phone, AT&T Mobility and Sales.
- Received *hundreds of commendations* from customers and recommendations from co-workers.
- *Top performer for 4 quarters*. Exceeded monthly and quarterly goals and KPIs/metrics. Averages 90% customer satisfaction, 450 seconds – average call handling time, 10% - transfer rate, pitch rate – 90%, sales – 38%, callback rate – 8%.

## **EDUCATION**

#### **AMA (Bachelor of Science in Information Technology)** May 2013 – June 2017

- Awarded Academic Excellence. GPA ranging from **1.8 – 1.2** per semester.
- Awarded **Best Capstone Project**.
- Competed on basic and advance programming competition. Both champions.
- CCNA certifications for **CCNA Routing and Switching**.