Lance Cedric Galila

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PROFILE SUMMARY

A dedicated IT software engineer who ventured in customer service world. Experienced in customer satisfaction services, team scrums and communication. Dedicated learner of Web Development, focusing on JavaScript and frameworks like React, Node.js, and Next JS. Incorporated backend technologies as well like MySQL, MongoDB and PHP to build a comprehensive production ready applications. With Aptitude for creating digital solutions from backend to frontend. Can do detail-oriented design using design software like Figma and Adobe Suite. A firm believer in continuous learning and open to exploring all aspects of IT and a self-motivated learner, always striving to stay ahead in the dynamic Information Technology field.

SKILLS

Technical Skills
HTML | CSS | JavaScript | TypeScript | ReactJS | Tailwind | NodeJS | C# | Python | Java | PHP | MySQL | MongoDB | Visual Studio Code | Git Version Control | Figma | Adobe Illustrator | Photoshop | Blender

Professional Skills
Skilled collaborator | Rapid and adaptive | Effective cross functional communicator | Solutions Oriented | Detail oriented | Critical Thinking | Process improvement

EXPERIENCE

Tata Consultancy Services   **Feb 2023 - May 2023**
BPO Associate I
 - Supported energy utility company customers, from billing, general inquiries, and meter troubleshooting.

TTec Philippines   **June 2022 - Dec 2022**
CSR / TSR
 - Supported telco customers. The role includes billing, appointments, and network troubleshooting.
  - Learned Agile methodologies and effective team communications.

Telus International Philippines   **Jan 2022 - May 2022**
CSR
 - Supported energy utility company customers, from billing, general inquiries, and meter troubleshooting.

HGS   **May 2021 - Dec 2021**
CSR
 - Provided support to international credit card customers.
 - Developed strong communication and problem-solving skills in a fast-paced environment.

WNS   **Oct 2020 - Mar 2021**
Claims Associate I
 - Role includes supporting car insurance members from billing, applications and appointments.
 - Developed communication skills and immersed in a corporate setting.

Guimaras Provincial Capitol - IT Dept.   **Feb 2020 - Jun 2020**
IT Intern
 - Provided timely support to the senior IT.
 - Designed information materials for the Capitol's public information drive.
 - Learned IT and Software SDLC methodologies.
 - Helped maintained the provincial database using MySQL.

PROJECTS

Ekomersyo | under development
 - An upcoming online e-commerce app complete in functionality from CRUD to checkout and forms and payment system which is currently under development.
- Tech: NextJS | JWT | ExpressJS | Bcrypt | Stripe

Thready | click the link
 - Built a social media cloned that has create, post, update feature as well as login and authentication. Learned social media algorithms and architecture.
 - Tech: NextJS | Vercel | Typescript | Tailwind CSS | Clerk API | MongoDB

English to Japanese Translator | click the link
 - Created a python program that translates English speech to Japanese to practice my general programming skills
 - Python | Google Text-to-Speech | Playsound

Portfolio | click the link
 - Built a responsive portfolio site to showcase my web development skills. Learned the technologies used on this site mostly online.
 - Tech: ReactJS | Vite | Tailwind CSS | ThreeJS | Framer motion | EmailJS

Movie App | click the link
 - Created a simple movie app to practice my programming skills especially web development.
 - Tech: ReactJS | CSS | React hooks | TMDb API

Capstone Project - Guimaras Tourism Information Portal(G-Tip)
 - Worked as the Project Manager and UI Designer and worked with my co-student to develop a Web App for Guimaras Tourism office.
 - Tech: Figma | VS code | HTML | CSS | PHP | MySQL

EDUCATION

Guimaras State University | **Jun 2016 - Aug 2020**
Bachelors of Science in Information Technology

 - Relevant coursework: Data Structures and Algorithms, Web Development, Database Management, Object-Oriented Programming, Operating Systems, Computer Networks, Multimedia and Graphic Design.
 - Completed a capstone project in which I am a UI designer and Project Manager on developing a web application for Guimaras Province Tourism Office

PROFESSIONAL DEVELOPMENT

REACT ILOILO   **Jan - 2020**
 - Introduction to React JS Seminar conducted by React Cebu and Eternus
Global

PSITE 27TH REGIONAL CONGRESS   **Feb - 2020**
 - Annual ICT Student Congress which tackles ICT issues and College
Research studies.