

Lance Cedric Galila

Tech enthusiast with experience in IT support, web development, and customer service. Looking to grow my skills and contribute to a great team.

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EXPERIENCE

Euroland IR, Mandaluyong — *Frontend Engineer*
May 2024 – Present

- Developed and maintained responsive web applications using HTML, CSS, JavaScript, and XML to deliver seamless user experiences.
- Collaborated closely with designers to implement intuitive and visually appealing frontend solutions.
- Troubleshoot and resolve technical issues to optimize application functionality and performance.
- Drafted and executed client-specific frontend requirements, including redesigns and building components from scratch.
- Managed support tickets, ensuring timely responses and effective solutions to client requests.

Foundever, Pasig — *Customer Service Representative*
Jan 2023 – Apr 2024

- Provided chat and email support for an online retail company, handling inquiries, order issues, and returns. Maintained a 100% customer satisfaction rating.

TTEC, Iloilo — *IT Service Desk*
Jun 2022 – Dec 2022

- Assisted customers with technical troubleshooting, billing concerns, and account management.
- Utilized ServiceNow (SNOW) for efficient ticket management and resolution tracking.

HGS, Iloilo — *Customer Support Representative*
Dec 2021 – May 2022

- Assisted credit card holders with account inquiries, billing, and activation via email and chat.
- Ensured high levels of customer satisfaction by delivering prompt and professional service.

WNS, Iloilo — *Claims Specialist*
Nov 2020 – Dec 2021

- Processed car accident claims and provided timely case updates.
- Ensured policy compliance while maintaining clear communication with customers.

Guimaras Capitol, Guimaras — *IT Intern*
Feb 2020 – Jun 2020

- Provided hardware maintenance, troubleshooting, database and website support.

EDUCATION

Guimaras State University, Guimaras — *BS Information Technology*

SKILLS

Web Development (Frontend & Backend)

IT Helpdesk Support

Problem Solving & Debugging

Responsive Design

Implementation

Customer Service Excellence

TECH/TOOLS

HTML, CSS

JavaScript

MySQL, MongoDB

ReactJS

AWS

Version Control (Git)

Teams, Slack

Notion, Clickup

PORTFOLIO

cedricgalila.netlify.app

LANGUAGES

English / Filipino

(Conversational)