

Lance Cedric Galila

A software engineer with a passion for problem-solving, eager to learn, and driven to contribute to innovative projects to enhance my skills and knowledge

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EXPERIENCE

Euroland IR, Mandaluyong — Frontend Technical Support

MAY 2024 - PRESENT

As a Front-End Technical Support Specialist with a user-friendly web-based IR communications and tools provider, I provided technical support for web applications, utilizing HTML, CSS, JavaScript, and XML to troubleshoot and resolve issues, especially within XML-based templates. I collaborated closely with developers to address front-end challenges, enhance application functionality, and manage support tickets to ensure swift response and effective solutions.

Foundever, Pasig — CSR

JAN 2023 - APR 2024

Working in the customer service department of an online optical retail company, I managed returns and orders, resulting in a 100% customer satisfaction rating.

TTEC, Iloilo — IT Service Desk

JUN 2022 - DEC 2022

Assisted telecommunications company customers with billing, appointments, and troubleshooting, using the SNOW ticketing system for issue resolution.

TELUS, Iloilo — CSR

JAN 2022 - MAY 2022

Worked in the customer-facing department of an IT-BPO company for a credit card provider, handling billing, card activation, and account inquiries.

HGS, Iloilo — CSR

NOV 2020 - DEC 2021

Role includes providing support to a large credit card company members from payment, billing, appointments and app troubleshooting.

Guimaras Capitol, Guimaras — IT Intern

NOV 2020 - DEC 2021

Enhanced the Guimaras Provincial Capitol web portal with responsive design using HTML, CSS, and ReactJS, improving functionality and accessibility across devices. Also handled hardware maintenance, troubleshooting, and MySQL database support.

EDUCATION

Guimaras State University, Guimaras — BS Information Technology

SKILLS

Full-stack Development (Web)
Frontend Development
Backend Development
IT Helpdesk

TECH/TOOLS

HTML/CSS
Javascript
PHP
Java
AWS
React
MySQL
MongoDB
Prisma
Tailwind

SOCIALS/PORTFOLIO

github.com/Cedrix-code
linkedin.com/in/lcedric-galila
cedricgalila.netlify.app

LANGUAGES

English / Filipino
(Conversational)