Lance Cedric Galila

Dedicated software engineer with experience in web development and IT support. Seeking a Software Engineer or Web Developer role to leverage my technical expertise in building innovative, user-friendly web applications.

Mandaluyong City, 1550
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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

- Managed orders, returns, and inquiries for an online optical retail company with a 100% customer satisfaction rating through chat or voice medium.

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

- Supported telecommunications customers with billing, appointments, and technical troubleshooting.
- Utilized ServiceNow (SNOW) for ticket management, ensuring quick resolution of issues.

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

- Assisted credit card holders with account inquiries, billing, and card activation.
- Delivered efficient solutions while maintaining a professional and friendly demeanor.

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

- Assessed eligibility of car accident claims and associated benefits.
- Conducted detailed probing for accurate claim evaluations.
- Ensured compliance with policies while providing timely updates to clients.

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

ServiceNow (SNOW)

Google Workspace

Version Control (Git)

SOCIALS/PORTFOLIO

linkedin.com/in/lcedric-galila

cedricgalila.netlify.app

LANGUAGES

English / Filipino

(Conversational)