



Lance Cedric Galila

Junior Software Engineer

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experience

IT Internship - IT Staff

- This was my first real world experience in an IT workforce environment. My role was to support my senior and learn IT and Software methodologies. Also helped maintained the provincial database using MySQL.

Guimaras Provincial
Capitol - IT Dept.
Mar 2020 - May 2020

Customer Service Representative - Claims Services

- Role includes supporting car insurance members from billing, applications and appointments. Developed my communication skills and immersed in a corporate setting. Used Citrix environment for the tools.

WNS
Oct 2020 - Mar 2021

Customer Care Representative

- Supported American express credit card members. Developed strong communication and problem-solving skills in a fast-paced environment.

Hinduja Global Services
Apr 2021- Dec 2021

Customer Care Professional

- Provided support and dealt in assisting credit card members inquiries for a reputable UK bank.

Telus International
Philippines
Jan 2022 - June 2022

Customer Service Representative

- Supported Verizon customers. The role includes billing, appointments, and network troubleshooting. This time I was able to get a grasp of Agile methodologies and effective team communications.

TTec Philippines
July 2022 - Dec 2022

Customer Service Representative

- Supporting UK power utility company customers, from billing, general inquiries, and meter troubleshooting.

Tata Consultancy
Services
Feb 2023-May 2023

education

Bachelor of Science in Information Technology Guimaras State University

June 2016 - Aug 2020

- 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 the Project Manager and UI designer on developing a web application for Guimaras Province Tourism Office

objective

To leverage my background in Information Technology and strong problem-solving skills to transition into a software engineering role. Seeking a challenging position that will allow me to apply my technical skills and passion for coding, as well as implement my own design based on industry standards and to develop innovative solutions and contribute to the success of the organization.

projects

Capstone Project - Guimaras Tourism Information Portal(G-Tip)
2019 - 2020

- Worked as the Project Manager and UI Designer and Worked hand in hand with the developer to develop a Web Application for Guimaras Tourism office.
- Tools used are Figma, VS code, and used HTML, CSS with PHP as the programming language with MySQL as Database.

Logo Design Contest- Interschool Contest
2019

- Participated in logo designing contest to represent Computer Science and Technology department

skills

Soft Skills

- Strong problem-solving and analytical skills
- Excellent communication and teamwork abilities
- Ability to adapt to new technologies and environments quickly
- Strong time-management and organizational skills
- Dedication to quality and attention to detail

Technical Skills

- Design tools: Figma, Adobe Illustrator, Photoshop
- Web development: Basic HTML, CSS, JavaScript, ReactJS, Tailwind, NodeJS
- Databases: Basic MySQL
- Software tools: Visual Studio Code