Charles Aldrin Lim

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PROFILE

Results oriented Computer Engineer seeking a challenging position to apply expertise in designing and implementing innovative solutions for complex engineering challenges. Proven track record of success in project management, problem-solving, and cross-functional collaboration. Adept at utilising cutting-edge technologies to optimise processes and enhance overall efficiency.

EDUCATION

Bachelor of Science in Computer Engineering   07/2018 – present
University of the East   Caloocan City, Philippines

Relevant Coursework: Object Oriented Programming, Databases, Data Structures and Algorithms, Operating Systems, Computer Networks, Machine Learning, Data Mining.

EXPERIENCE

Front End Web Developer Intern   06/2023 – 07/2023
University of the East Marketing Department   Caloocan City, Philippines

- Designed and prototyped responsive web designs using Figma, enhancing user experience and aligning with UE marketing guidelines.
- Developed and implemented interactive web pages and features using Webflow
- Collaborated with colleagues to translate high-fidelity Figma mockups into functional and visually appealing Webflow sites.
- Figma, Webflow

PROJECTS

Evalucall (Thesis Ouput - University of the East)
Voice Recognition for Quality Performance in Business Process Outsourcing using Bidirectional Encoder Representations from Transformers

- Designed and developed a desktop application and website for voice recognition in Business Process Outsourcing (BPO) using a custom-trained BERT model
- Trained and fine-tuned a Bidirectional Encoder Representations from Transformers (BERT) model tailored to analyze and evaluate agent call quality, achieving high accuracy in performance assessments.
- Developed and deployed a BERT model as an API on a virtual server, which is utilized by a desktop application for processing recorded voice data.
- Developed a comprehensive web interface for monitoring and managing voice recognition results, allowing for detailed performance analysis and reporting.
- Conducted rigorous testing and validation to ensure the BERT model's accuracy and reliability in various BPO call scenarios, leading to actionable insights and improvements in agent performance.
- Collaborated with academic advisors and peers to incorporate feedback, leading to enhancements in system functionality and user experience.
- C#, JavaScript, Python, Node.js, HTML/CSS, Figma

SKILLS

Programming Languages — C, C++, C#, Java, Python, JavaScript

Developer Tools — Git, Docker, Visual Studio Code, Visual Studio, Figma

Frameworks — Node.js, Flask

REFERENCES

Hyacinth Garcia, *Senior IT Manager*, TaskUs Inc.
(+63) 917-112-3317

John Vincent Trinidad, *Software Engineer, Analyst 1*, DXC Technology
(+63) 905-539-6903