

DAN RIKSTER ABANGAN

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Education

Professional Academy of the Philippines	City of Naga, Cebu
Bachelor of Science in Information Technology	2021 – 2025
TLB Ventures Corp. Student Scholar	August 2021 – December 2021
Naga National High School – SHS Department	City of Naga, Cebu
Humanities and Social Sciences	2018 - 2020
Naga National High School – JHS Department	City of Naga, Cebu
Revised Basic Education Curriculum	2014- 2018

Experience

Teleperformance Philippines	Cebu Business Park, Cebu City, Cebu
Customer Service Representative	April 2023 – August 2023
<ul style="list-style-type: none">Performed administrative duties, such as order processing, billing inquiries, and data entry.Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.Assisted 100 customers a day in fulfilling their orders placed via the website.Maximized customer satisfaction by resolving service issues promptly.	
TLB Ventures Corp.	Minglanilla, Cebu
Quality Assurance Tester	August 2021 – December 2021
<ul style="list-style-type: none">Investigated reports of quality issues and initiated resolution in line with company guidelines and regulatory requirementsConducted quality assurance reviews of codes and technical specifications to support operations.Collaborated with project managers, developers, and stakeholders to create test plans and strategies.Performed regression testing to ensure that new features or changes cannot introduce new defects.	

Activities

Professional Academy of the Philippines	City of Naga, Cebu
Website Designing 2 nd Placer	2024
Website Designing Champion	2023

Skills and Interests

Technical	HTML, CSS, JavaScript, Laravel, Django, Vue.JS, Mocha and Chai testing.	Intermediate
Language	English (US and AU)	Native
Interests	Programming, Website Designing, and Website Developing	