

ERVIN JOHN GONZALES

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[linkedin.com](#) | [github.com](#) | [Personal portfolio website](#)

PERSONAL BACKGROUND

I code to solve problems and finish projects. Doing projects and immersing myself in the design process is how I learn best. When I want to create something, I learn the syntax, APIs and frameworks necessary to complete the project. Because working with a team is a two-way relationship, I always make sure that I bring value to the team.

SKILLS

- *SQL and Python:* Developed numerous SQL database projects and a student enrollment desktop application.
- *HTML, JavaScript, CSS:* Developed a personal portfolio website
- *Written and verbal communication skills:* Received positive customer feedback for creating clear and concise troubleshooting instructions.
- *Time-management, planning and organizational skills:* Prioritized workload and shortened response times for technical queries.
- *Microsoft Office:* Excel, Word, Outlook, PowerPoint; Oracle (Finance)
- *Troubleshooting:* Identified advanced hardware and software issues through remote computer diagnosis and excellent communication.
- *Public speaking and presentation skills:* Co-hosted and helped organize events at Torrens University as the Finance officer and IT point person.
- *Attention to detail:* Experienced with daily reconciliation of financial account transactions and cash handling.
- *Team player:* Went beyond assigned responsibilities to assist the warranty team in keeping returned systems below the weekly limit.
- *Languages:* Fluent in English and proficient in Filipino

EDUCATION

TORRENS UNIVERSITY AUSTRALIA

Master of Business in Information Systems

Adelaide, Australia

July 2019 – May 2021

DE LA SALLE UNIVERSITY

Bachelor of Science in Management of Financial Institutions

Manila, Philippines

May 2013 – December 2017

EMPLOYMENT HISTORY

ALLIED CORPORATION (Computer Manufacturing)
ICT Support Officer

Beverly, South Australia
May 2020 – November 2020

Custom-built computer manufacturer and distributor, shipping high-quality systems nationwide.

Responsibilities:

- ERP software system management;
- Manage tickets and e-parcel returns for component and system warranty claims;
- Invoice processing of requested upgrades and servicing customer e-mails;
- On-site system building, repair and component replacement of returning faulty systems;
- Processing component replacements for customers;
- Processing customer refund requests and compensation;
- Support customers through remote diagnosis of hardware and software related issues.

MINIMAX (Retail)
Store Person

Adelaide, South Australia
August 2019 – May 2020

Minimax is one of the leading retailers of premium kitchenware in Australia.

Responsibilities:

- Attended to customer and supplier queries via phone, e-mail and online;
- Managed invoices and transfer receipts;
- Demonstrated teamwork by co-operating and assisting co-workers as needed;
- Checked deliveries in accordance with the company procedure;
- Reported breakages, under/overages or invoicing issues to Head Office;
- Completed claims for faulty stock;
- Managed stock integrity of all inwards/outwards goods;
- Prepared store for stock-take;

UNIONBANK OF THE PHILIPPINES (Universal Bank)
Sales and Service Assistant

Manila, Philippines
July 2018 – January 2019

UBP is a publicly listed universal bank in the Philippines. It distinguishes itself from its competitors through superior technology and excellent financial service.

Responsibilities:

- Accommodate daily customer banking transactions;
- Financial information extraction and report generation using in-house Oracle based banking system;

- Reconcile accounts at the end of every transaction day;
- Ensure all outgoing and incoming cash is accounted for and secure;
- Check the validity of bank notes, cheques and client identification documents;
- Accurately exchange client foreign currencies upon demand;
- Explain company investment products and account classifications to inquiring clients;
- Create reports on customer tax filing and miscellaneous government fee payments;
- Comply with anti-money laundering and banking secrecy policies;
- Performing KYC procedures to provide excellent service to clients.

BANGKO SENTRAL NG PILIPINAS (Reserve Bank)

Manila, Philippines

Practicum Trainee

September 2017 – November 2017

The Philippine central bank is responsible for regulating all financial institutions in the country as well as the printing and circulation of the national currency.

Responsibilities:

- Contacting overdue AP accounts;
- Filing confidential documents;
- Extract previous employee remuneration accounts statements using in-house database system;
- Handling incoming and outgoing correspondence of the bank's payroll division;
- Accommodating employee inquiries on the phone and in the office space;
- Identifying remaining balances of existing aging AP accounts of the bank;
- Sending confidential account documents to the accountancy department.
- Completing other ad hoc tasks as required by management;

Training and Certifications

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| Responsible Service of Alcohol – Clear To Work (CTW) | 2020 |
| Basic Barista Training – Taipan Training Services (TTS) | 2020 |
| Counterfeit detection – Bangko Sentral ng Pilipinas (BSP) | 2018 |
| Civil service certificate of eligibility – Civil Service Commission (CSC) | 2018 |
| Signature verification - National Bureau of Investigation (NBI) | 2018 |
| White belt certification - Management and Strategy Institute (MSI) | 2017 |

ACTIVITIES AND INTERESTS

Volunteer experience:

Japan Australia Friendship Association, Subcommittee member (2019 - 2020): responsible for managing equipment, logistics and venue layout.

Student Representative Committee, Torrens University Wakefield campus (2019 – Present):

Finance officer and responsible for promotional graphics design and event budgeting.

Meals on Wheels, Edwardstown South Australia (2020 - 2020):

Assisted with the delivery of meals to the homes of retired clients.

GoBeyond Communities (2018):

Repainted hallways at the White Cross children's home.

CPA Australia (2019 – 2020): Student ambassador

CPA program promotion at university campus and job fair events.

Activities:

Sports and Leisure: Competitive badminton singles and/or doubles, hiking, mountain biking

REFEREES

Available upon request