

# George Seguin Arca

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<https://f280479.github.io/webportfolio/>

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## SKILLS SUMMARY

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### Programming and Web Development

- Frontend Web Development: HTML5, CSS3, Bootstrap, JavaScript, ES6, Git Basics.
- Back-end Development: JavaScript, Node.js, Express.js, Postman, etc.
- Full Stack Development: React.js, Java, etc.

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## PROFESSIONAL EXPERIENCES

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### Senior Specialist III – Account Specialist II Email Servicing JP MORGAN CHASE & Co. (graveyard)

April 2010 - September 2022

#### Responsibilities:

- Independently resolved sum level of customer's and management's issues where policy and procedures were not clear cut. Identified and communicated opportunities for process improvement.
- Maintained professionalism under all circumstances and resolved customer issues via systematic input. Able to express empathy towards customer's perspective and understand diversity.

### CEO-Owner and Distributor

June 2015 - May 2021

#### COMMERCIAL SPACE / GEORLAN GENERAL MERCHANDISE

Mission & Vision: Ensures tenants met the standard requirements they needed for their business prior to opening. And also, we distributes and supply quality chocolate products nationwide.

#### Responsibilities:

- Have been overseeing property acquisitions, ensuring that lease agreements are competitive and profitable, and maintaining high occupancy rates through effective marketing and tenant management.
- Managed the supply chain to ensure consistent product quality and availability, established distribution channels to reach a broad customer base, and innovated in product development to meet changing market demands and trends.

### Tier II Supervisor Contact Center Associate

November 2008 - December 2009

#### BRADY PHILIPPINES INC. INTERNATIONAL (graveyard - Outbound Sales)

#### Responsibilities:

- Motivated and provided sales strategies to associates to achieve high sales results, offering safety, security, and identification products.
- Educated my associates on compliance with state regulations, gathered accurate business information for compliance, and provided excellent customer service.
- Sold I MedCo and Seaton products over the phone.

### Tier II CSR- Retail and Lease Auto Financing GMAC

March 2008 - November 2008

#### ICT GROUP (graveyard)

#### Responsibilities:

- Assisted customers with their auto loan inquiries and concerns, as well as obtain their concerns about car loans, whether for retail or lease financial obligations.
- Evaluated their accounts for existing loans and provided recommendations.
- Quickly studied the clients' loan statuses, offered prompt solutions, educated them, and provided accurate information, ensuring quality customer service.

**Contact Center Associate****June 2007 - March 2008****CALLFIRST WORLDWIDE INC (graveyard - Inbound & Outbound Sales)****Campaigns:**

The new AT&T January 2008 to March 2008 | Boom Marketing November 2007 to January 2008 | Worldmark by Wyndham from June 2007 to November 2007.

**Responsibilities:**

- Offered new phone lines with better services, providing good package deals.
- Provided clients with business insurance with minimal and one-time payments.
- Offered the best products suited for every endeavor and directed them to attend seminars for time sharing.

**Contact Center Associate****October 2005 - June 2007****ACCESSCALL SOLUTIONS INTERNATIONAL (graveyard- Outbound Sales)****Campaigns:**

BellSouth | Local Area Yellow Pages | Datacom | EverSites | The Yellow Pages | Toucan talk

**Responsibilities:**

- Helped clients find services suitable for their businesses, educating them about their chosen products to use them wisely with low costs.
- Made clients feel like their business was also mine, focusing on gaining and selling.
- Kept clientele's online business listings up to date and offered promotional services for the new phone lines at lower prices.

**Operations Manager / Owner****June 2001 - September 2005****AGRICULTURE FAMILY BUSINESS****Responsibilities:**

- Monitored incoming and outgoing products, negotiated with buyers and suppliers, and ensured compliance with regulatory standards.
- Led a team of farm workers, embraced innovative technologies, and maintained detailed records to enhance our operational efficiency.
- Sustainability, community engagement, and long-term planning were essential aspects of my role.

**Branch Trainer / Supervisor / Marketing Assistant****May 2000 - June 2001****INTERLAMECO INC****Responsibilities:**

- Gathered all accurate information to prepare training materials for the staff and educated them on how to manage their own time to meet their goals.
- Helped the staff escalate their levels in alignment with their goals. I was a leader at all times, providing motivation and guidance in both the field and the office.
- Assisted all clients interested in learning about market products and their usage.

**Programmer (On-Job-Training)****June 1997 - October 1997****National Telecommunication Commission****Responsibilities:**

- Created and designed software that was useful for the company. The software I created monitors incoming and outgoing request letters for job orders, and the programming language used was COBOL.

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## EDUCATION

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### Zuitt Web Developer Program

Main Course Package

October 2023 – present

### UNIVERSITY OF CORDILLERAS

Computer Science Major in CS - 2000 - Undergraduate

### SYSTEMS TECHNOLOGY INSTITUTE

Computer Programming - 1997 - Graduated (Associate Diploma / Certificate)

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## PROJECT EXPERIENCES

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### E-commerce Platform

- Developed a full-stack e-commerce website using technologies like HTML, CSS, JavaScript, MongoDB, Node.js, React.js, etc. Implemented user authentication, product catalog, shopping cart, and secure payment processing.

### Portfolio Website

- Created a personal portfolio website showcasing web development projects using HTML, CSS, and JavaScript. Included sections for project descriptions, skills, and a contact form.
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## ADDITIONAL SKILLS

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- Optimistic, Punctual, and has a strong problem solving and analytical skills; can be left alone to complete all duties and tasks in line with the company's expectation and can do multiple tasks whilst under pressure. Eager to learn and willing to invest time and effort necessary to complete a task.
  - Achiever of great things and improve. These skills can be shared beyond your firm's expectations.
  - Excellent communication and interpersonal skills. Results-driven, Reliable, and Trustworthy, Accountable; great in mentoring strategic ideas and carries out to hit the business necessary targets.
  - Proficient in Google Suites, Workspace, Citrix, CRM, Canva, MS Office, Google Meet, Skype, and other software managements.
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## TOOLS

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## CERTIFICATES

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Available upon request.

George Seguin Arca