



# LANCELOT OLERIANA

Web Developer | UI/UX Designer | IT

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246, Road 1, Bagong Pag-asa, Quezon City

## ABOUT ME

Highly adaptable and results-oriented IT professional with [Number] years of experience, offering a unique blend of comprehensive IT support, full-stack web development, and intuitive UI design. Proven ability to manage and troubleshoot complex technical infrastructures while concurrently developing engaging, user-centric web applications and interfaces. Eager to leverage a holistic skill set to deliver robust and seamless digital solutions.

## EDUCATION

2018 - 2023

Bicol University

### Bachelor of Science in Information Technology with Cum Laude

Successfully completed coursework and projects in front-end & back-end web development, user interface design principles, user experience research, and database integration. Our capstone project is "Trabanwaan: A Mobile Community Platform for Service Workers"

## EXPERIENCE

2025 - Present

Foundever

### Customer Service Representative

Proactively managed customer accounts by identifying needs, expertly resolving complex issues, and implementing preemptive strategies, resulting in increased satisfaction, smoother renewals, and reduced escalations.

2024 - 2024

Across Media IT  
Solution

### Web Developer

Significantly enhanced ERP system website performance and stability by skillfully engineering, optimizing, and rigorously testing core modules using JavaScript, PHP, SQL, Bootstrap, and CodeIgniter, complemented by meticulous documentation of all architectural, development, and testing procedures.

2023 - 2024

Bicol University

### Business Assistant

Collaborated with the Director to manage comprehensive planning and execution of diverse events and startup consortium initiatives, from strategic logistical support and vendor coordination to serving as the primary liaison, consistently meeting deadlines and contributing to high participant satisfaction and successful program outcomes.

2023 - 2023

Roompal

### Software Engineer

Architected and implemented critical Roompal back-end systems, including booking and listing engines and optimized data synchronization processes, while establishing robust unit/integration testing protocols that reduced post-deployment issues by 12% and improved code quality.

2023 - 2023

Bicol University -  
SILI DELI

### Intern

Developed and optimized key features for the SILI DELI co-working system, including streamlining member onboarding, space management, and the user booking process, while improving database query performance for availability and search to enhance overall system responsiveness and operational efficiency.

# SKILLS

- Web Development
- Full-Stack
- Documentation
- UI/UX Design
- Problem Solving
- Version Control
- Detail Oriented
- QA Testing

# TECH STACKS

- CodeIgniter
- Laravel
- Bootstrap
- MySQL
- PHP
- JavaScript
- HTML
- Git

# REFERENCES

**Virgilio Mana**

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