VINCE B. MICKLAY

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📍 52- A Pongian, Loakan, Baguio City, 2600 Benguet, Philippines

Education

UNIVERSITY OF THE CORDILLERAS

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSIT)

Baguio City, Benguet, Philippines

August 2020- September 2023

UNIVERSITY OF THE CORDILLERAS

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

Baguio City, Benguet, Philippines

August 2018 - July 2020

Skills

- **Communication & Teamwork**: Clear verbal and written communication, team-oriented, adaptable, solution-focused
- **Administrative Support:** Document formatting, file and email management
- **Technical & IT:** Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Drive, Gmail), AnyDesk, Visual Studio Code
- **Web & Technical Skills:** HTML, Tailwind CSS, CSS, JavaScript, React (responsive website development), GitHub (version control and project management)
- **Collaboration Tools:** Microsoft Teams, Discord, Zoom
- **Design & AI Tools:** Canva (including AI features), ChatGPT (used for content drafting and task assistance)

Portfolio

- **Link:** benceportfolio.vercel.app

👤 Profile

I'm based in Baguio City, Philippines, with hands-on experience in web development and technical support. I build, responsive websites using HTML, CSS, Tailwind, JavaScript, and React, and I'm comfortable working with version control using Git and GitHub. I'm dependable, focused on supporting the team, and eager to learn new systems while contributing reliably to smooth daily operations.

💼 Work Experience

Customer Service Representative

Customer Service Representative

Nov 2023 – Jan 2024

- Handled customer resupply orders for CPAP therapy
- Assisted customers with questions about CPAP supplies and order status
- Processed and tracked orders to ensure accuracy and timely delivery
- Documented customer interactions and transactions in compliance with healthcare guidelines

John Hay Hotels - Forest Wing

IT Assistant

Sep 2024 – Oct 2025

- Provided first-level technical support for hotel systems (OPERA PMS / OPERA Cloud, GENESIS)
- Managed user accounts, system access, and daily PMS & POS operations
- Built and maintained internal websites and digital signage systems
- Monitored servers, networks, and system uptime escalated issues when needed
- Programmed RFID key cards and resolved access-related issues
- Set up employee workstations, domain access, and basic network devices
- Performed basic hardware, printer, and scanner troubleshooting