



# VINCE MICKLAY

## INFORMATION TECHNOLOGY

### PROFESSIONAL SUMMARY

Aspiring IT professional with a passion for technology and continuous learning. Seeking an entry-level opportunity to apply foundational programming and technical skills. Known for a strong work ethic, attention to detail, and collaborative problem-solving. Eager to gain practical experience and contribute meaningfully to projects while working with experienced professionals. Highly motivated to enhance my skill set through hands-on experience and continuous professional development. Committed to contributing to team success and bringing innovative solutions to complex problems. Enthusiastic about leveraging my knowledge to support organizational goals and improve technological solutions.

### EXPERIENCE

#### Junior Backend Developer Intern

BitShares Labs Inc. | May 2023 – August 2023

- Developed a Discord chatbot using neural networks and algorithms.
- Improved interactions within the Cryptosavers Club.
- Designed and implemented solutions to meet user needs.
- Applied APIs to enhance chatbot capabilities.

#### Customer Service Representative (CSR)

Teleperformance | November 2023 – January 2024

- Managed customer resupply orders for CPAP therapy.
- Handled inbound/outbound calls, voicemails, and chat for customer support.
- Assisted customers with inquiries and provided detailed information.
- Processed and tracked orders to ensure accuracy and timely delivery.
- Collaborated with healthcare providers to verify prescriptions and resolve issues.

#### Helper

Susalam Corporation (In T.I) | May 2024 – June 2024

- Assisted in the repair, cutting, and installation of pipes.
- Performed housekeeping duties to maintain a clean and organized work environment.
- Lifted and transported materials required for various projects.
- Managed waste disposal and ensured proper handling of garbage within the company premises.

### EDUCATION

#### BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSIT)

#### UNIVERSITY OF THE CORDILLERAS

Baguio City, Benguet, Philippines

August 2020– September 2023

#### INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

#### UNIVERSITY OF THE CORDILLERAS

Baguio City, Benguet, Philippines

August 2018– July 2020

### SKILLS

- Competent in web development with JavaScript, HTML, CSS, PHP, and ReactJS
- Experienced in mobile app development with Java using Android Studio
- Knowledgeable MySQL, phpMyAdmin, and Firebase
- Proficient in Git for version control
- Effective verbal and written communicator
- Solution-oriented and dedicated worker
- Team-oriented and collaborative
- Highly adaptable and eager to learn new technologies

### PORTFOLIO

**Technologies Used:** HTML, CSS, Tailwind, JavaScript, ReactJS

**Focus:** Responsive design and user interface practice

**Link:** [Portfolio](#)