JAMES B. VILLACARLOS

PROFILE
Seeking a challenging IT position that utilizes my skills in programming, web designing, database management, and network administration to contribute to the success of an organization.

CONTACT
+63-920-617-6030
EMAIL:
jamesvillacarlos1996@gmail.com

PORTFOLIO
https://jamezzz1996.github.io/portfolio/

ADDRESS
57-C Capitol Extension Gatuslao 12 Street, Brgy. 6 Bacolod City Negros Occidental

EDUCATION
STI – West Negros University
Bachelor of Science in Information Technology
December 2021

TRAININGS and SEMINARS:
- Complete Web & Mobile Designer in 2023: UI/UX, Figma (Udemy)
- The Complete 2023 Web Development (Udemy) (November 21, 2022-Present)
- PHP for Beginners (Udemy)
- Data Privacy Protection (DICT) (March 5, 2021)
- Web Development Everything You Need to Know (April 26, 2017)
- Web Development for Beginners 1(April 24, 2017)

EXPERIENCE:
Bureau of Immigration
Administrative Assistant I
January 2023 – June 2023
- Dealing with queries, Organizing, Managing and keeping an office running.
- Edited documents to improve accuracy of language, flow and readability.
- Created presentations to inform, motivate and persuade internal and external audiences.
- Executed record filing system to improve document organization and management.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Installing new software and hardware drivers updating existing ones and as needed
- Resolve technical issues in a timely manner using available resources within the company

Administrative Aide III (Clerk I)
Information Communication Technology Division (ICTD)
Provincial Government of Negros Occidental
October 2021 – December 2022

- Dealing with queries, Organizing, Managing and keeping an office running.
- Recorded meeting minutes to provide historical account of actions, measure progress against strategic plan and drive accountability.
- Edited documents to improve accuracy of language, flow and readability.
- Created presentations to inform, motivate and persuade internal and external audiences.

- Executed record filing system to improve document organization and management.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Installing new software and hardware drivers updating existing ones and as needed
- Resolve technical issues in a timely manner using available resources within the company
- Repairing and replacing equipment as necessary

Chat Support / Call Analyst
3 John-k Scribe Expert Corporation
June 2015 – November 2015

- Maintained accurate and complete records of all customer interactions.
- Collaborated with cross-functional teams to identify areas for improvement in chat support processes.
- Provided insights to management on customer service trends and areas for improvement.
- Responded to customer inquiries and resolved issues.

SKILLS

- Knowledgeable in Programming Languages (HTML, CSS, Java Script, Jquery, Bootstrap and Figma.)
- Knowledgeable using Wix, Adobe Photoshop CS6, Canva.
- Strong technical proficiency in Microsoft Office.
- Eager to learn new things and hardworking.
- Collaborative and able to work in teams.
- Dependable and can work with minimum supervision.
- Can quickly learn and master new technology.
- Office administration, Scheduling, Report and Project Development Documentation, Customer and client relations and Staff management.