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|  |  | **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*](mailto:jamesvillacarlos1996@gmail.com)  **PORTFOLIO**  [**https://jamezzz1996.github.io/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. |