

RODEL S. TAGUIAM JR.

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OBJECTIVE

Passionate future IS professional seeking entry-level role in website development, technical support, maintenance, and web designing, eager to learn from mentors and offer dependable IT assistance.

WORK EXPERIENCE

Customer Service Representative

- **Telus International Philippines**

- *December 2023 - March 2024*

- Customer Support
- Process customers' orders and utility payments
- Assist customers' requests

All Around Intern (Software Tester, Project management, and UX/UI Design and Research)

- **Qairos Asia**

- *September 2023 - November 2023*

- Designed website and app interfaces, page sections and other interaction elements
- Performed product testing and troubleshooting for prototypes and products
- Participate in brainstorming for the product features and functionalities

Service Crew

- **Black Scoop Fairview Terraces**

- *August 2023 - September 2023*

- Kitchen Staff
- Process customers' orders
- Inventory management
- Barista

Customer Support (Non-voice)

- **DRBIGS Digital**

- *January 2023 - July 2023*

- Help customers' inquiry about their orders
- Process replacement or exchange customer's orders
- Process email for customers inquiries
- Inventory management
- Monitor store reviews

Freelance Graphic Designer

- **Freelance**

- *October 2020 - Present*

- Designs brochures, newspaper, and magazines.
- Layout event posters such as birthday banner, etc.
- Develop initial and personal web designs.

EDUCATIONAL HISTORY

De La Salle-College of Saint Benilde

- ***Bachelor of Science in Information Systems***
 - 2020 - 2024

School of Saint Anthony

- ***Information and Communications Technology***
 - 2018- 2020

ACHIEVEMENTS

- Cum Laude, BS-IS, 2020-2024
- Best Capstone, BS-IS, 2020-2024 Batch
- Dean Lister's 1st Honors, 1st Term, 2020-2021
- Dean Lister's 1st Honors, 2nd Term, 2020-2021
- Dean Lister's 1st Honors, 3rd Term, 2020-2021
- Dean Lister's 1st Honors, 1st Term, 2021-2022
- Dean Lister's 1st Honors, 2nd Term, 2021-2022
- Dean Lister's 2nd Honors, 1st Term, 2022-2023

SEMINARS ATTENDED

- SMIT TechTalk Series: Disruptive Technologies
- AIMternship
- IS11: Cybersecurity Talk
- Samsung Developer Workshop
- ISTalks Series: UIX Talks
- ISTalks Series: Workshop on ReactJS
- ISTalks Series: DevOps
- ISTalks Series: Career Talks
- Samsung Developer Workshop
- ISTalks Series: #ISLife, Your Story
- ISTalks Series: Coding Girls Manila, The Next Chapter

ORGANIZATIONAL INVOLVEMENT

Web Designer/Developer

- ***The Ad Astra, Benildean Yearbook***
 - July 2022 - March 2024
- Creates wireframes, and initial designs of website using Figma.
- Develop website using HTML, CSS, and JavaScript.

Designs Committee Head

- ***Association of Information Management***
 - October 2021 - January 2022
- Organizes all social media publicity materials
- Approves all content to be posted on social media
- Organizes and manages events and projects

RELEVANT SKILLS

- UI/UX
 - Figma
 - Adobe XD
- Front-End Development
 - Bootstrap/CSS
 - HTML
 - Basic JavaScript
- Graphic Design
 - Adobe Photoshop
 - Adobe Illustrator
- Basic Troubleshooting
- Identifying technical issue
- Problem solving
- Technical assistance