# KENDRIX NICCOLO G. DUCUSIN

09456000907 | kendrixducusin1497@gmail.com | San Fernando City, La Union
**Portfolio:** https://kendrixducusin.netlify.app/

## TECHNICAL SKILLS

HTML. CSS. Tailwind. Bootstrap, PHP, VB.Net, JavaScript, Java, jQuery, Socket.io, MySQL, Microsoft SQL, CodeIgniter 3, Express, Flutter, Git, GitHub, Docker, Figma, Canva, Arduino, ESP8266, PC Assembly and Repair, Chat Support, Email Support, Paddle, Notion, Filmora, Selenium IDE, Postman, UiPath, JMeter, XPath, Jira, Trello, Sentry.

## WORK EXPERIENCES

**Customer Success Specialists** (August 2024 – Present)

Codalify Software Development

- Provide real-time support through Crisp, troubleshooting software bugs, and escalating unresolved issues to the development team via a ticketing system in Notion, while keeping clients informed of progress.
- Assist clients with product inquiries by linking helpdesk articles and manage subscription changes, cancellations, refunds, and billing using Paddle.
- Create text and video tutorials for the company website, manage customer data, and maintain documentation, including helpdesk articles and product updates.

**Project Technical Staff I (Contract of Service)** (August 2023 – December 2023)

Commission on Higher Education Region 1

- Oversaw and responded to incoming emails addressed to the company, including addressing concerns, queries, and event invitations to the director, ensuring timely and professional communication with relevant parties.
- Helped educational supervisors by designing certificate templates using Canva, and performed office-related tasks such as printing, stamping, and scanning government documents.

**IT Applications Development Associate** (October 2022 – March 2023)

Universal Leaf Philippines Inc.

- Upgraded and optimized existing desktop applications by adding new features and functionalities using VB.Net, significantly improving user experience and application performance.
- Leveraged Microsoft SQL to manage and manipulate large datasets, ensuring seamless data integration and efficient retrieval for the desktop applications.

## TRAINING

**Village 88 Training Bootcamp (January – April 2024)**

- Completed the 4-month intensive training from *Web Fundamentals* to *Quality Assurance Track.*
- Accomplished 207 required and optional assignments, passing all exams on each track.
- Awarded as one of the Best in Capstone in Quality Assurance and presented during the online graduation ceremony.

## CERTIFICATIONS

- **Certificate of Recognition (Village 88, April 2024)**
- **Certificate of Participation (Village 88, April 2024)**
- **Proficient in Quality Assurance (Village 88, April 2024)**
- **Proficient in Advanced JavaScript (Village 88, March 2024)**
- **Proficient in Advanced PHP (Village 88, February 2024)**
- **Proficient in Web Fundamentals (Village 88, January 2024)**

## PROJECTS

**Village 88 Capstone Project (Software Testing on a website):**

- Performed Manual Testing, Browser Automation using Selenium IDE, and Performance Testing using JMeter in 7 days.
- Created documentations such as Test Plan, Test Cases (Divided by modules), and Test Report.

**On-The-Job Training Project – Motion Triggered Image Capture and Email**

- Programmed the Esp32-Cam using SMTP (Simple Mail Transfer Protocol) to send images to email. Utilized the Auto Connect library for Wi-Fi configurations and soldered all components, including resistors, transistors, wires, and sensors, for the project. Completed within a 5-month timeframe.

**Thesis Project – ASLIGHT: American Sign Language in Gloves Handy Translator**

- Developed an Android application in Java using Android Studio, configured and programmed Wi-Fi connections for Node MCU modules, and utilized Firebase as a Backend-as-a-Service (BaaS) all completed within a 6-month timeframe.

## ACHIEVEMENTS

- Best in Quality Assurance Capstone – Village 88 Batch 5
- Passed the Career Service Examination – Pen and Paper Test (Professional Level)
- Best in Computer Engineering Design Project 2021
- Best in Computer Engineering On-The-Job Training 2021
- Dean's Lister 2nd semester 2019 and 1st semester 2020

## EDUCATION

**Bachelor of Science in Computer Engineering** -2021 Graduate

Lorma Colleges – San Juan, La Union

- Received the Best in On-The-Job Training award for my individual project presentation on "*Motion Triggered Image Capture and Email.*"
- Honored as part of the thesis team awarded Best in Design Project.
- Achieved Dean's List recognition for two semesters.
- Acquired proficiency in soldering, PCB sketching, circuit design, and programming microcontrollers such as Arduino and ESP modules, as well as programming languages like Java and C (specifically for Arduino programming).