

Krystyle Marie G. Modin

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Education

Ateneo de Davao University

BS, Computer Science

Scholar Student under the GIA Program

Dean's Lister and President's Lister

Davao City, Philippines

2022 - Present

Pablo Lorenzo National High School

Graduated Top 5 in the entire School

Davao City, State

April 2019

Experience

VXI Holdings B.V

(Philippines)

Davao City, Philippines

Account Associate

May 2024 – October 2024

- Addressed customer inquiries and technical issues related to DirecTV services, ensuring prompt and efficient resolution.
- Communicated troubleshooting steps clearly and effectively to assist customers in restoring service functionality.
- Diagnosed and resolved signal, connectivity, and account-related concerns by applying technical knowledge and problem-solving skills.
- Documented customer interactions and solutions in the system to maintain accurate records and improve service efficiency.
- Educated customers on service features, billing inquiries, and equipment usage to enhance user experience.
- Processed account updates, service modifications, and escalations to ensure customer satisfaction.
- Collaborated with internal teams to escalate complex technical issues and ensure timely resolution.
- Maintained high customer satisfaction scores by demonstrating empathy, patience, and professionalism during interactions.
- Executed troubleshooting procedures to identify root causes and provide appropriate solutions.
- Achieved performance targets, including call resolution time, customer satisfaction ratings, and adherence to company policies.

Leadership & Activities

Power AdDU

Ateneo de Davao University, Davao City, Philippines

Member

2023 – Present

- Advocated for **women's equality and rights** as part of the **#MusesOfTomorrow** movement
- Participated in **campaigns, discussions, and events** promoting gender empowerment and inclusivity
- Supported initiatives that fostered **awareness, leadership, and representation** for women in AdDU

Sysdev (SAMAHAN Systems Development)

Ateneo de Davao University, Davao City, Philippines

Quality Assurance Specialist

2023 – Present

- Ensured the **functionality, reliability, and security** of software and digital systems developed for university needs
- Conducted **test planning, debugging, and performance evaluation** to maintain high software quality
- Identified and documented **bugs, inconsistencies, and areas for improvement** in digital solutions
- Collaborated with **developers, system analysts, and testers** to enhance software performance

CSSEC (Computer Science Student Executive Council) Committees

Ateneo de Davao University, Davao City, Philippines

Member

2022 – Present

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- **Wizards/DRRM Committee** – Assisted in **disaster risk reduction and management** initiatives
- **Production Committee** – Contributed to **event planning and execution** for CSSEC activities
- **Communication Committee** – Managed **public relations and information dissemination** for student events
- **Processors Committee** – Supported **organizational decision-making and workflow improvement**

DurianPy – Davao Python User Group

Davao City, Philippines

DurianPy Core Volunteers 2025

2025

- Assisted in organizing meetups and technical sessions, facilitating discussions on Python trends, tools, and best practices.
- Supported community outreach and engagement initiatives to grow local interest and participation in Python programming.

Skills & Interests

Technical Skills

Programming Languages:

- Python (Beginner)
- Dart (Intermediate)
- Java (Intermediate)
- JavaScript (Intermediate)
- HTML (Intermediate)
- CSS (Intermediate)
- SQL (Beginner)
- PHP (Beginner)

Frameworks & Libraries:

- Flutter (Intermediate)

Tools & Platforms:

- Git (Intermediate)
- Firebase (Beginner)
- Android Studio (Beginner)
- NetBeans (Beginner)
- Figma (Beginner)
- Linux (Beginner)
- Ubuntu (Beginner)
- Odoon (Beginner)

Language:

- Filipino – Native
- Cebuano – Native
- English – Proficient

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Interests

- Software Development & App Design
- UI/UX Research & Design
- Front-End & Back-End Development
- Quality Assurance (QA) Testing & Debugging
- Customer Service & Technical Support
- Multitasking & Problem-Solving

Hobbies:

- Reading tech blogs
- Playing strategy games
- Volunteering in community projects

Passion:

- Passion for open-source projects
- Learning new programming languages
- Contributing to local developer communities
- Tech Interests:
- Cloud Computing
- AI & Machine Learning
- Mobile App Development

Tech Interests

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