MARC BIEN GO

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PROFESSIONAL SUMMARY

Skilled Full Stack Web Developer with 5 years of experience building dynamic, user-friendly web applications. Proficient in HTML, CSS, JavaScript, PHP, and back-end technologies, with solid knowledge of MySQL. Known for translating complex requirements into high-performing solutions, collaborating effectively in team environments, and consistently delivering results that exceed expectations.

TECHNICAL SKILLS

- JavaScript
- PHP
- HTML
- CSS

- MySQL
- AWS
- GitHub
- Google Workspace

- Microsoft Office
- Asana

WORK EXPERIENCE

Tim Horton's   **January 2024 - Present**
Restaurant Team Member
- Baked a variety of pastry products, including doughnuts, muffins, and croissants, resulting in customer satisfaction and repeat orders.
- Operated the restaurant's point-of-sales system (**iQTouch**) to ensure customers' orders were correct and that the exchange of goods and payments was error-free.
- Routinely cleaned restaurant equipment such as ovens, freezers, trays, and baking racks to ensure sanitation and inspection readiness.
- Replenished merchandise and products in the front of the house resulting in product visibility to customers.

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Trade Dynamics Consulting Int'l, Inc.   **May 2016 – February 2024**

Business Analytics Leader (January 2023 - February 2024)
- Carefully collaborated with business stakeholders to understand their information needs and provide data-driven insights.
- Proactively identified and implemented opportunities to enhance data collection, analysis, and reporting processes, increasing operational efficiency.
- Implemented improvements to data infrastructure, tools, and methodologies, resulting in a reduction in processing time.
- Trained clients and colleagues in effectively using **Amazon QuickSight** as the preferred business intelligence solution, improving data-driven decision-making across teams.
- Consistently engaged with clients through virtual and face-to-face meetings to identify product enhancements and resolve bugs, improving customer satisfaction and fostering long-term partnerships.

Technical Operations Lead (January 2022 - December 2022)
- Precisely followed work orders to identify necessary system enhancements, resource requirements, and task sequences, ensuring accurate and timely completion of assignments.
- Coordinated with multiple system development teams to deliver client-required enhancements, consistently meeting or exceeding client expectations.
- Created interactive, web-based, specialized application exams for developer and QA tester positions, streamlining the hiring process.

Full Stack Web Developer (May 2016 - December 2021)
- Developed responsive websites using **HTML**, **CSS**, **JavaScript**, **PHP**, and **MySQL**, enhancing user experience and website functionality across multiple platforms.
- Crafted detailed, user-friendly documentation through manuals and diagrams for source code maintainability, improving the company's collaborative development.
- Meticulously tested product enhancements and bug fixes using comprehensive test cases and automation, leading to a reduction in post-release defects and ensuring consistent product quality.
- Designed and optimized database schemas using **MySQL**, improving data retrieval speed by 50% and enhancing overall system performance.
- Created the company's in-house task-tracking and bug-reporting system, streamlining project management processes and reducing issue resolution time.

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Thunderbird Resorts   July 2015 – October 2015

Intern

- Efficiently converted paper documents into digital spreadsheets, streamlining data accessibility and reducing manual errors.
- Resolved computer troubleshooting issues, ensuring minimal downtime and optimal system performance across the team.
- Delivered important documents to various departments on time, facilitating smoother interdepartmental communication and project progress.
- Managed inventory and proactively replenished supplies, preventing stock shortages and improving operational efficiency.

Concentrix Corporation   May 2012 – May 2013

Certified Technician

- Assisted customers with billing and technical concerns, ensuring prompt resolutions and enhancing overall customer satisfaction.
- Proactively upsold additional services and equipment to customers, increasing sales revenue.
- Maintained low call handle times while achieving high customer satisfaction scores, consistently exceeding performance targets.
- Accurately notated customers' accounts with detailed summaries of their calls, ensuring comprehensive records for future reference.

University of Baguio   June 2010 – March 2011

Student Assistant

- Accurately documented incoming and outgoing files, ensuring proper tracking and record-keeping for smooth workflow.
- Monitored office inventory levels, proactively replenishing supplies to prevent shortages and maintain efficiency.
- Performed routine office and computer maintenance, ensuring a well-functioning workspace and reducing technical disruptions.

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ACADEMIC EXPERIENCE

Game Development
- Developed "**Cosmos Conquest**" as a term project for a web programming introductory course using JavaScript, HTML, and CSS.
- Applied various programming concepts such as objects, events, functions, data structures, etc. to showcase a deep understanding of programming fundamentals.
- Implemented collision detection and event handling to create responsive game dynamics and ensure smooth user interactions
- Integrated sound effects and animations to improve immersion and overall gameplay enjoyment.
- Collaborated with peers to conduct playtesting and gather feedback, leading to iterative improvements and refinements in game design.
- Presented the final project to the class, demonstrating key features and functionality while discussing the development process and challenges encountered.

Application Development
- Developed an ordering, reservation, and inventory system for "Giants Restobar" using HTML, CSS, PHP, and VB.Net.
- Implemented a robust database system using MySQL to store and manage customer, order, and inventory data, ensuring data integrity and security.
- Conducted thorough testing to identify and resolve bugs, ensuring the application's reliability and performance.

Technical Writing
- Completed a bachelor's thesis paper, demonstrating strong research and analytical skills while applying technical writing principles.
- Collaborated with other developers to gather and synthesize complex information into clear and concise documentation.
- Maintained up-to-date documentation in line with software updates and changes, ensuring users have access to the latest information.
- Presented findings and methodologies from the thesis to academic audiences, showcasing effective communication skills and the ability to convey complex ideas.

Computer Skills
- Utilized software such as **Microsoft Excel** for data analysis and visualization, enabling informed decision-making through clear, visual representation of data.
- Used **Asana** to plan, track, and manage projects, ensuring timely completion of tasks and effective collaboration with team members.
- Delivered engaging formal presentations using **Microsoft PowerPoint**, incorporating visually appealing designs, clear messaging, and multimedia elements to effectively communicate complex information to diverse audiences.

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Interpersonal and Communication Skills
- Collaborated with faculty and peers on group projects, facilitating open discussions and ensuring all voices were heard, leading to well-rounded and comprehensive outcomes.
- Developed strong relationships with professors and classmates, leveraging interpersonal skills to create a collaborative academic network that enhanced learning opportunities.
- Actively engaged in classroom discussions, articulating thoughts clearly and respectfully.
- Participated in peer review sessions, providing constructive feedback to classmates while also accepting critique to improve own work, demonstrating a commitment to mutual growth.
- Effectively communicated complex theories and concepts to fellow students during study groups, enhancing collective understanding and promoting a supportive learning environment.

Leadership/Management Skills
- Facilitated regular team meetings to foster open communication, address challenges, and encourage collaboration, resulting in a cohesive team dynamic and project success.
- Allocated resources efficiently, balancing team strengths and expertise to optimize performance and enhance productivity throughout the project lifecycle.
- Documented project progress and outcomes, creating comprehensive reports that effectively communicated findings and insights to academic audiences.
- Motivated team members throughout the project, providing support and mentorship to enhance individual skills and contribute to the project's overall success.

EDUCATION

Langara College | Vancouver, British Columbia, Canada   **January 2024 - Present**
Diploma in Computer Studies

Our Lady of Fatima University | Antipolo, Philippines   **June 2011 - March 2016**
Bachelor of Science in Information Technology