



## NELSON GALICIA JR

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### TECHNICAL SKILLS

- Embedded Systems & IoT: ESP32, PlatformIO, Microcontrollers, Bluetooth, ESP-NOW
- App & Software Development: Flutter, Dart, Visual Studio Code
- Circuit Design & Testing: LTSpice, L-Edit (Basic), Preventive Maintenance, Troubleshooting
- Mapping & Navigation: GPS Integration, Google Maps API, MapLibre
- Documentation & Productivity: MS Office, Service Logs, Data Analysis
- Creative & Marketing Tools: Canva, CapCut, Meta Business Suite

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### EXPERIENCE

#### Technical Assistant I – Department of Education, Parañaque | Sep 2025 – Present

- Assisted schools in WinS Program matrices; analyzed and documented data for program reporting.
- Applied data analysis, documentation, and technical communication skills to support school operations and decision-making.

#### Field Service Engineer (Internship) – Biosyn Healthcare System | Jun – Jul 2024

- Conducted preventive maintenance and troubleshooting of ultrasound and medical devices, improving uptime by 25%.
- Installed and configured devices, leveraging knowledge in embedded systems, microcontrollers, and circuit testing.
- Maintained service logs and reports for technical documentation and performance tracking.

#### Social Media Marketing Assistant – Vila Istana Staycation | Mar 2022 – Jan 2024

- Produced digital content using Canva and CapCut, increasing social media engagement by 40%.
- Managed campaigns on Facebook and Instagram, optimizing audience interaction and marketing strategy and coordinated bookings and addressed customer inquiries, applying problem-solving and technical communication.

#### Customer/Technical Service Representative - Non-Voice – Teleperformance, Pasay | 2019 – 2020

- Resolved 50+ daily customer inquiries via chat/email with 90% satisfaction rating.
- Helped new colleagues in training and streamlined issue escalation and documentation processes.

#### Travel Reservations Officer – St. Michael Explorer Travel | 2014 – 2017

- Managed 300+ travel bookings annually with 99% accuracy, improving customer retention.
- Applied customer service, technical documentation, and problem-solving skills to upsell packages and increase revenue by 20%.

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### PROJECT

#### VibTrack Shoe Navigation System – Thesis | Feb – Jul 2025

- Developed wearable navigation system with GPS-based tactile feedback, programming dual ESP32 microcontrollers and built a Flutter mobile app for offline/online navigation and conducted user testing for accuracy and response time.

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### CERTIFICATIONS & ELIGIBILITY

- Civil Service Eligibility – Professional (May 2024)
- ChatGPT Certificate: Mastering Career Growth with AI (July 2025)

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### SOFT SKILLS

Problem Solving • Team Collaboration • Technical Communication • Creativity • Adaptability • Time Management • Customer Service