

Roger Anthony D. Bairoy

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SUMMARY

Recent bachelor's degree graduate with a strong foundation in programming and web development, including experience in PHP, C#, Python, and modern web technologies. Open to diverse career paths and eager to explore new challenges beyond traditional IT roles. Motivated to grow professionally, gain hands-on experience in various fields, and contribute meaningfully in a dynamic, team-oriented environment.

EXPERIENCE

Application Lead

KCC April 2025 - Present, General Santos City

- **Delivered application support** to end users by resolving issues, applying fixes, and ensuring smooth system functionality.
- **Executed secure role assignment** through company software, ensuring compliance with stringent user access protocols using Oracle PL/SQL.
- Monitored **AppWorx (UC4)** and **Oracle Applications** to oversee the execution of batch jobs and scheduled processes, ensuring automation workflows completed successfully.
- **Collaborated with internal teams** to troubleshoot system issues, implement improvements, and maintain data integrity.

Chat Based Operations Customer Support I

Teleperformance August 2024 - April 2025, General Santos City Site

- Resolved **90%+ of customer account issues** on the first interaction, ensuring high customer satisfaction.
- Handled an average of **30+ chat interactions daily**, maintaining a response time of under **2 minutes** per inquiry.
- Successfully assisted customers with reservation bookings, ensuring accuracy and attention to detail while managing inquiries efficiently.
- Achieved a **95% positive feedback score** from customers for providing effective solutions and professional advice.

Intern

LGU ICTD January 2024 - April 2024, General Santos City

- **Assisted regular employees** in the **development of a system** requested by an external department.
- **Created Flow Chart and Process Map** for the System.
- Conducted client interviews to **gather detailed system requirements**.
- **Collaborated closely with clients** to evaluate and implement system modifications as needed.
- Coordinated the receipt and delivery of critical documents between various offices.
- **Participated in departmental workshops**, including **"Flutter for Beginners."**

EDUCATION

Bachelor of Science In Information Technology

Mindanao State University • Fatima, General Santos City • 2024

- **Led a team of three** in the capstone project and startup initiative.
- **Developed a data visualization tool** for analyzing NBA player statistics and predicting future performance using Python, with libraries such as Pandas, Matplotlib, and Scikit-learn.
- **Contributed to the creation of an AI detector webpage by gathering sample data and training models** with Google Teachable Machine.
- **Designed and built a full-stack application**, Autonomous Rapid Fire Detection and Alert System (AFAS), using Native PHP, HTML, CSS, JavaScript, Leaflet.js, and other JavaScript libraries for the capstone project.
- **Nominated for Best in Capstone.**

CERTIFICATIONS

Building No-Code Apps with AppSheet: Foundations

CloudSkillBoost.Google • 2023

- Was provided instruction on building applications without coding using Google's AppSheet platform.

Understanding Google Cloud Security and Operations

CloudSkillBoost.Google • 2023

- Certified in Cloud Security and Operations with expertise in leveraging Google Cloud to ensure secure and efficient cloud infrastructure management.

Networking Essentials

CISCO Networking Academy • 2021

- Provided foundational knowledge and understanding of networking systems, including how hardware devices communicate and interact through networks.

INTEL DISTRIBUTION OF OPENVINO TOOLKIT ONLINE TRAININGS

INTEL • 2021

- Provided an introduction to Intel's OpenVINO toolkit and facilitated online training to enhance proficiency with the platform.

INVOLVEMENT

Member

Mindanao State University - General Santos City • Junior Information Technology Society • September 2020 - July 2024

- **Attended assemblies** focused on organizational activities and updates.
- **Participated in events**, including IT Week, where students showcased their skills in programming, media production, and more.
- **Presented at a research colloquium** featuring selected research studies.

SKILLS

Front End: HTML, CSS, Angular

Back End: NATIVE PHP, ASP.NET Core, .NET MVC

Languages: C#, Python, PHP, C++

Intrapersonal Skills: Time Management, Collaborative, Goal Setting, Self Motivation
