Roger Anthony D. Bairoy

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SUMMARY

Motivated and detail-oriented fresh graduate with strong proficiency in programming languages including PHP, C#, and Python. Skilled in web development using native PHP, CSS, JavaScript, Angular and ASP.NET Core. Eager to apply technical expertise in a real-world setting, contribute to innovative projects, and continue learning in a dynamic and collaborative environment.

EXPERIENCE

Chat Based Operations Customer Support I
Teleperformance   **November 2024 - Present, 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 · 2022
· Provided foundational knowledge and understanding of networking systems, including how hardware devices communicate and interact through networks.

INTEL DISTRIBUTIION OF OPENVINO TOOLKIT ONLINE TRAININGS
INTEL · 2022
· 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
Languages: C#, Python, PHP, C++
Intrapersonal Skills: Time Management, Collaborative, Goal Setting, Self Motivation