

# Roger Anthony D. Bairoy

📍 General Santos, Soccsksargen, Philippines ✉ rogeranthonydbairoy@gmail.com ☎ (+63) 09914395168 📧 in/rogerbairoy 🌐 poccho.github.io/RogerBairoy/

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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.

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## 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** **November 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."**

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## 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.**

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## 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 DISTRIBUTION 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.

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## INVOLVEMENT

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### 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.

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## SKILLS

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**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

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