

# John Rey Gomez Cejas

0976-453-9803

Block 10, Lot 2, Green Era Subdivision, Brgy.  
Molino III, Bacoor City Near San Nicolas III,  
Espelita, Cavite 4102, Philippines

johnreycejas0608@gmail.com

[Portfolio](#)

Objective	To obtain a position that allows me to grow both professionally and personally, where I can apply my technical skills and experience in a forward-thinking, collaborative organization that values innovation, integrity, and continuous learning.
Skills & Abilities	<ul style="list-style-type: none"><li>• <b>Languages &amp; Programming:</b> JavaScript (ES6/ES5), PHP, C#, .NET, VB6, HTML, CSS, LESS</li><li>• <b>Frameworks &amp; Libraries:</b> React.js, CodeIgniter, Bootstrap, jQuery, Express.js</li><li>• <b>Databases:</b> MySQL, PostgreSQL, MongoDB</li><li>• <b>Tools &amp; Platforms:</b> Git, GitHub, Figma, Visual Studio, Active Directory, Windows Server</li><li>• <b>Core Competencies:</b> OOP, Database Design, Responsive Web Design, System Administration</li></ul>
Experience	<p><b>Customer Relations Agent IGT Solutions Technologies August 2024 – June 2024</b></p> <ul style="list-style-type: none"><li>▪ Handled customer inquiries and issues efficiently via voice and digital channels.</li><li>▪ Diagnosed and resolved technical problems related to bookings and account services.</li><li>▪ Delivered high customer satisfaction by providing timely solutions and clear communication.</li></ul> <p><b>Customer Service Representative I Majorel   Teleperformance (formerly Arvato Corp.) – Alabang Site, Muntinlupa City June 10, 2022 – February 3, 2024</b></p> <ul style="list-style-type: none"><li>▪ Provided high-quality customer service through voice and email support across multiple channels.</li><li>▪ Handled customer concerns, account inquiries, and service-related issues efficiently and professionally.</li><li>▪ Demonstrated problem-solving skills and product knowledge to improve customer satisfaction and retention.</li><li>▪ Recognized for consistent compliance with company policies and service quality standards.</li></ul>

<b>Education</b>	<p><b>Computer Site Institute Inc. – 15 Sto. Niño, San Pedro, Laguna, Philippines, San Pedro, Philippines – Completed a 3-year Information Technology Vocational Course</b></p> <p>July 19, 2023</p> <ul style="list-style-type: none"> <li>• Focused on practical training in software development, system administration, and IT support</li> <li>• Have been building full-stack projects to strengthen skills in front-end, back-end, mobile development, and system management</li> </ul>
<b>Communication</b>	<p>Effectively communicated technical concepts to both technical and non-technical users during internship and training. Delivered reports and presentations at Village 88 with confidence and clarity.</p>
<b>Leadership</b>	<p>Served as Officer-in-Charge (OIC) at Majorel, taking on team management responsibilities in the absence of the team leader. Oversaw daily operations, assisted teammates with escalations, and ensured service level targets were met. Acted as a liaison between the team and management, demonstrating reliability, initiative, and leadership under pressure.</p>
<b>References</b>	<p><b>Gerald Boridas</b></p> <ul style="list-style-type: none"> <li>• Supervisor, Majorel   Teleperformance   0998-446-0104   GeraldBoridas@Teleperformance.com</li> </ul> <p><b>Rex Lorenzo Ruiz</b></p> <ul style="list-style-type: none"> <li>• Supervisor, IGT Solutions Technologies   0947-529-0091   Rex.Lorenzo@igtsolutions.com</li> </ul>