

MONA FAYE G. MOLINA



PROFESSIONAL SUMMARY

Detail-oriented Data Entry Specialist and Product Specialist with over three years of combined experience in full-time and project-based roles. Skilled in accurate data entry, order processing, and typesetting, with expertise in maintaining data quality and compliance with production standards. Experienced in customer support, resolving concerns efficiently via chat and email. Demonstrates proficiency in billing accounts, verifying data accuracy, and ensuring high-quality output in fast-paced environments.

OBJECTIVE

I'm looking to grow in the field of information technology and take on more technical roles where I can apply and expand my skills. With hands-on experience in web development, database management, and building systems using tools like HTML, CSS, and JavaScript. I'm eager to contribute what I know while learning even more. I'm passionate about using tech to solve real problems and excited to take the next step in my IT career.

CONTACT

Birthdate: November 19, 1997
Phone: (+63) 991-6084-242

Address: Camagong Lahug, Cebu City
E-Mail: molina.monafaye@gmail.com

WORK EXPERIENCE

Customer Service/System and Process Expert December 2024 - February 2025 | Project-Based

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Customer Service

- Communicate courteously with a global base of customers using phone, chat, email, and many other tools.
- Meet required department service levels.
- Assist customers with overall site navigation with a focus on providing education.
- Use problem resolution skills to assist customers
- Manage customer expectations in regards to issue resolution

System and Process Expert

- Process advanced knowledge of applications developed, sold, or supported by clients.
- Capture and escalate info on system defects through the proper channel.
- Help drive product improvements by sharing information on potential enhancements, customer pains, and frequent issues.
- Support Account Manager/Sales team by educating customers on product features

Data Entry Specialist & Product Specialist 2021 - 2024 | Full Time

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- To bill, typeset (point size, font-style, etc.) and verify orders for the channel partners.
- Typeset the order on the computer making sure to accurately enter the information in the correct point size, font-style, format and wording. Type with quality and production standards in mind.

Data Entry Specialist 2019 - 2020 | Project-Based

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- To bill accounts to processor by entering account numbers, zip codes, and due dates, bill items, enter bar code and item information of current orders.
- Check completed work for spelling, grammar, punctuations, format, etc. to verify quality.

Customer Service Representative 2018 - 2019 | Project-Based

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- Giving assistance to address the customer's concerns through chat and email.

OJT EXPERIENCE

January 2025 - April 2025

- Developed an Inventory System using ASP.NET Core (C#)
- Integration of Microsoft SQL Server for backend data management.
- Utilized Internet Information Services (IIS) for system deployment, ensuring secure and efficient access within a local network environment

CERTIFICATE & AWARDS

1st Place Presenter | March 12, 2025

Southern Innovation Research Forum, CCS Days 2025, College of Computer Studies, University of Southern Philippines Foundation

University Research Congress Participant

University Research Congress 2025, Research Center, University of Southern Philippines Foundation

2nd Winner | November 16, 2024

Competition of Outstanding Creativity and Exploration (CODE) International 2024, Kelompok Riset Mahasiswa (K-RISMA), Faculty of Computer Science, University of Brawijaya, IDN

2nd Best Paper Presentation | October 10, 2024

FILKOM UB Academic and Cultural Exchange on Information Technology (FACE IT), Universitas of Brawijaya, IDN

FILKOM UB Academic and Cultural Exchange on Information Technology (FACE IT) Program | September 16, 2024 - November 15, 2024

Faculty of Computer Science, Universitas of Brawijaya, IDN

Alliance Nihongo Program | 2017 - 2018

Alliance Software, Inc., PH

Alliance Near Hire Program | 2017 - 2018

Alliance Software, Inc., PH

ACADEMIC HISTORY

University of Southern Philippines Foundation

Bachelor of Science in Information Technology

- 2022 - 2025

University of San Jose Recoletos

Bachelor of Science in Information Technology

- 2014 - 2018 (4th year level)

Colegio de la Inmaculada Concepcion (Main)

Secondary School

- 2013 - 2014

Primary School

- 2009 - 2010

TECHNICAL BACKGROUND

- | | |
|------------------------|---------------------------------------|
| • HTML | • Internet Information Services (IIS) |
| • CSS | • GitHub |
| • JavaScript | • Visual Studio 2022 |
| • PHP | • Visual Studio Code |
| • Laravel | • Adobe Photoshop |
| • TailWind CSS | • Adobe Illustrator |
| • ASP.NET Core (C#) | • Microsoft Word, Excel, Powerpoint |
| • Microsoft SQL Server | |
| • XAMPP | |
| • phpMyAdmin | |

SOFT & TRANSFERABLE SKILLS

- Detail-Oriented Data Entry
- Technical Documentation
- Customer Support via Chat/Email
- Communication & Collaboration
- Problem Solving & Troubleshooting
- Time Management & Multitasking
- Adaptability in Fast-Paced Environments