

Work Experience

CHAT SUPPORT AGENT

VA House Davao

- Resolved an average of **50+ customer** inquiries daily, achieving a **95%** first-contact resolution rate.
- Assisted customers with real-time delivery tracking, **reducing escalations** by **30%**.

IT SUPPORT | WEB DEVELOPER

Merryl's Consumer Goods Trading

- Developed and maintained the company's website, **increasing online traffic** by **35%**.
- Configured and **troubleshooted 50+** IT devices, ensuring seamless day-to-day operations

WEB DEVELOPER

Department of Science and Technology (DOST)

- Contributed to the development of the Customer Satisfaction Feedback System (CSFS), **reducing survey processing time** by **70%**.

FISHBOWL DEVELOPER

Outsourcing

- Designed BI reports, including scatter plots, to analyze customer and product profitability, **reducing decision-making time** by **45%**.

UI/UX Engineer

Sixeleven BPO

- Designed and implemented **10+** responsive websites and internal systems, **improving user engagement** by **40%**.

Education

DAVAO DEL NORTE STATE COLLEGE – Panabo City, Philippines  
Bachelor of Science in Information Technology

Skills

<b>Web Development</b> HTML, CSS, JavaScript, TypeScript, Flutter, Ionic, WordPress.	<b>Backend Development</b> PHP, Python, MYSQL, Firebase.	<b>UI/UX Design</b> Figma, Adobe Photoshop, Adobe InDesign.
<b>Frameworks &amp; Libraries</b> Next.js, Vite.js, Angular, Tailwind CSS, Bootstrap.	<b>Business Tools</b> Microsoft 365, Pivot Tables, BI Editor, Fishbowl, Skype, Slack.	<b>Programming</b> Network Configuration, IT Support, Data Entry, VA.

Achievements

TOPCIT EXAM LEVEL II PASSER

Institute of Information & Communications Technology Planning and Evaluation – Daejeon, Korea

- TOPCIT is a performance-evaluation-centered test designed to diagnose and assess the basic competencies of IT specialists and software developers working the IT industry.

2<sup>ND</sup> BEST INNOVATION AWARD

Department of Science and Technology Region XI – Davao City, Philippine

- Acknowledged for developing an innovative system that significantly improved operation efficiency.