

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

- 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

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

FISHBOWL DEVELOPER

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

UI/UX Engineer

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

Skills

Web Development

HTML, CSS, JavaScript,
TypeScript, Flutter, Ionic, WordPress.

Backend Development

PHP, Python, MYSQL,
Firebase.

UI/UX Design

Figma, Adobe Photoshop, Adobe
InDesign.

Frameworks & Libraries

Next.js, Vite.js, Angular,
Tailwind CSS, Bootstrap.

Business Tools

Microsoft 365, Pivot Tables,
BI Editor, Fishbowl, Skype, Slack.

Programming

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.

2ND BEST INNOVATION AWARD

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

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