

Abbedja Lear P. Tuvallés

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Computer Science student at PUP with proven internship experience at Shopee Philippines and Lamina Studios, specializing in full-stack development, IT automation, and system integration. Built production-level tools used by employees and maintained 99.06% SLA compliance in a helpdesk environment. Skilled in Laravel, React, Flask, Google Apps Script, and Azure AD — with a track record of reducing manual workflows through smart automation and delivering results that exceed KPIs.

EDUCATION

Polytechnic University of the Philippines

Bachelor of Science in Computer Science (*Graduating*)

Sta. Mesa, Manila

October 2026

TRAINING AND CERTIFICATIONS

Cybersecurity Certifications

Fortinet Certified Associate in Cybersecurity | Fortinet

Fortinet Certified Fundamentals in Cybersecurity | Fortinet

CISCO Introduction to Cybersecurity | CISCO

TECHNICAL SKILLS

Languages: JavaScript, Python, PHP, SQL

Frameworks: React, Laravel, Flask, Node.js

Tools: Git, Google Apps Script, MySQL, Google Appsheet

Cloud/Services: Azure AD, Microsoft 365, Workspace ONE

Design & Productivity Tools: Adobe Premiere Pro, Photoshop, Illustrator, SketchUp, Microsoft Office Suite (Excel, Word, PowerPoint, Access)

EXPERIENCE

Shopee Philippines

Junior Helpdesk Analyst (Voluntary Internship)

Mandaluyong City, Philippines

September 2025 – February 2026 (5 months)

- Managed IT support tickets covering system access, account issues, and application errors, maintaining a 99.06% SLA compliance rate
- Administered user accounts via Active Directory, including account creation, password resets, group assignments, and access revocation
- Delivered Microsoft Entra ID (Azure AD) and Microsoft 365 Admin Center support for account provisioning, license management, and authentication-related issues
- Resolved endpoint and access concerns using Workspace ONE, supporting device enrollment, policy enforcement, and compliance checks
- Engineered a centralized announcement system using Google Apps Script integrated with SeaTalk webhook APIs, reducing manual announcement distribution time by 80%
- Built an Asset Issuance Management system featuring automated IT PIC assignments, bulk device allocations, and policy-compliant workflows using Google Apps Script and Google Sheets
- Developed a Device Wipe Alert automation system that monitors offboarding tickets, identifies hardware compliance issues post-last-working-day, and triggers SeaTalk notifications with a 3-working-day grace period
- Established the team's GitHub organization to manage version control, collaboration, and system documentation for all internal projects

Lamina Studios, LLC

Full Stack Developer (Required Internship)

Remote

July 2025 – August 2025 (1 month)

- Architected and deployed a comprehensive HR management system using Laravel, Flask, and React, covering 4 core modules: recruitment, attendance, leave management, and predictive analytics
- Engineered REST APIs for CRUD operations and integrated Flask microservices for AI-powered resume parsing and employee attrition prediction, processing 900+ resumes
- Implemented a QR-based attendance system with time-sensitive tokens and role-based access control (User/Admin/Superadmin) using Laravel Sanctum authentication
- Built predictive analytics features using Scikit-learn for attrition forecasting and performance risk classification, connected via HTTP endpoints
- Designed a normalized database schema with complex relationships and deployed a responsive interface tested on both mobile and desktop environments

Teleperformance

Alabang, Muntinlupa

Customer Service Representative

January 2023 - April 2025 (2 years and 3 months)

- Achieved a 90% first-contact resolution rate for international travel bookings, resolving inquiries in under 5 minutes and exceeding KPIs by 20%
- Developed an end-to-end problem-solving framework that reduced escalations by 35% and improved customer satisfaction scores by 15 points
- Identified and documented 12 common booking workflow inefficiencies, streamlining processes for the team
- Mentored and onboarded 10+ new hires, improving ramp-up efficiency by 40%.

M.G. Scape Audio Events

Biñan, Laguna

Executive Assistant, IT and Creative Tech

January 2022 – January 2023 (1 year)

- Designed marketing materials for 30+ events, attracting 1,500+ total attendees
- Managed and supervised a tech team of 20, providing live AV/LED support for 15+ shows with zero technical failures
- Oversaw PHP 50K+ event budgets and client communications, achieving 100% client satisfaction

Freelance

Remote

Virtual Assistant & Creative Designer

January 2022 – July 2022 (6 months)

- Executed landscape design for Town & Country Southville's gate renovation project, enhancing community aesthetics
- Edited and scheduled 15+ podcast episodes, growing audience reach by 40%
- Created promotional graphics for 10+ small businesses, boosting social media engagement by 25%

Amazon & Walmart Canada

Remote

Sales Associate

July 2021 – December 2021 (6 months)

- Processed 50+ product listings per week and resolved 95% of customer inquiries within 24 hours
- Coordinated back-end operations for 2 high-traffic online storefronts

Town & Country Southville HOA

Biñan, Laguna

Encoder

January 2021 – July 2021 (6 months)

- Administered 100+ documents with preprogrammed file and financial tracking using Excel (VLOOKUP, XLOOKUP), cutting report generation time by 50%.
- Designed internal branding materials, reducing external design costs by 30%.
- Troubleshoot and installed technical assets for 20+ team members