

# Abbedja Lear P. Tuvalles

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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 Appsheets

**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

<b>Teleperformance</b>	<i>Alabang, Muntinlupa</i>
Customer Service Representative	<i>January 2023 - April 2025 (2 years and 3 months)</i>
<ul style="list-style-type: none"> <li>• Achieved a 90% first-contact resolution rate for international travel bookings, resolving inquiries in under 5 minutes and exceeding KPIs by 20%</li> <li>• Developed an end-to-end problem-solving framework that reduced escalations by 35% and improved customer satisfaction scores by 15 points</li> <li>• Identified and documented 12 common booking workflow inefficiencies, streamlining processes for the team</li> <li>• Mentored and onboarded 10+ new hires, improving ramp-up efficiency by 40%.</li> </ul>	
<b>M.G. Scape Audio Events</b>	<i>Biñan, Laguna</i>
Executive Assistant, IT and Creative Tech	<i>January 2022 – January 2023 (1 year)</i>
<ul style="list-style-type: none"> <li>• Designed marketing materials for 30+ events, attracting 1,500+ total attendees</li> <li>• Managed and supervised a tech team of 20, providing live AV/LED support for 15+ shows with zero technical failures</li> <li>• Oversaw PHP 50K+ event budgets and client communications, achieving 100% client satisfaction</li> </ul>	
<b>Freelance</b>	<i>Remote</i>
Virtual Assistant & Creative Designer	<i>January 2022 – July 2022 (6 months)</i>
<ul style="list-style-type: none"> <li>• Executed landscape design for Town &amp; Country Southville's gate renovation project, enhancing community aesthetics</li> <li>• Edited and scheduled 15+ podcast episodes, growing audience reach by 40%</li> <li>• Created promotional graphics for 10+ small businesses, boosting social media engagement by 25%</li> </ul>	
<b>Amazon &amp; Walmart Canada</b>	<i>Remote</i>
Sales Associate	<i>July 2021 – December 2021 (6 months)</i>
<ul style="list-style-type: none"> <li>• Processed 50+ product listings per week and resolved 95% of customer inquiries within 24 hours</li> <li>• Coordinated back-end operations for 2 high-traffic online storefronts</li> </ul>	
<b>Town &amp; Country Southville HOA</b>	<i>Biñan, Laguna</i>
Encoder	<i>January 2021 – July 2021 (6 months)</i>
<ul style="list-style-type: none"> <li>• Administered 100+ documents with preprogrammed file and financial tracking using Excel (VLOOKUP, XLOOKUP), cutting report generation time by 50%.</li> <li>• Designed internal branding materials, reducing external design costs by 30%.</li> <li>• Troubleshoot and installed technical assets for 20+ team members</li> </ul>	