**Aaron John B. Sayoc**

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I would like to contribute to your organization as a customer service representative, leveraging my ability to resolving simple and complex inquiries of the customer on a first contact resolution basis. With my passion for learning, I will be able to take part in empowering your team with my newly found technical expertise and delivering a customer-driven experience.

**AREAS OF EXPERTISE**

**Hard Skills**

* Web Development
* 110WPM Typist
* Microsoft Office

**Soft Skills**

* Team player
* Getting along with others
* Problem solving

**WORK EXPERIENCE**

**Endsofttech Web Solutions**                  **Metro Manila, PH**

***Web Developer Intern*  *2017 Sept-2017 Nov***

* Developed & designed websites based on the requirements of the clients using WordPress.
* Installed the necessary plugins and other technical setups to make the websites more functional.
* Did some off-page SEO for those websites.

**HSBC**                   **Metro Manila, PH**

***Operations Associate*  *2019 July-present***

* Account maintenance such as updating personal details, address, setting up branch appointments, ordering or replacing debit cards, checking balances & transactions, and removing inhibit markers on the account.
* Creating, amending, or reversing bill payments, standing orders, or direct debits on behalf of the customer.
* Encouraging customers to self-serve using online banking and mobile app through the digital first initiative.
* Addressing general queries, feedback and complaints of customers to increase customer satisfaction and loyalty.
* Resolving online banking and mobile app issues that the customer may face.

**AWARDS & CERTIFICATES**

**CHRISTIAN CHARACTER AWARD** |Shekinah Christian Training Center, Las Piñas, PH

**CERTIFICATE OF COMPLETION** |Tuitt Coding Bootcamp, Makati, PH

**PROJECT EXPERIENCE**

**Tuitt Coding Bootcamp**      **Makati City, PH**

***Dark Souls Remastered*                *2018 Nov***

* A purely front-end website whose looks & feels has been inspired from the video game series called Dark Souls.

***Crown Bakery*               *2019 Jan***

* An e-commerce website that sells delicious baked goods.

***Daything*      *2019 Feb***

* A social media & dating website that allows one to meet other strangers online. Users can make their own profile and be part of the community.

***Youdemy*      *2019 Feb***

* An e-learning website that allows one to view, pay, and earn from online courses.

**EDUCATION**

**480 HOURS INTENSIVE THREE MONTHS COURSE** |Tuitt Coding Bootcamp, Makati, PH

**BACHELOR OF SCIENCE IN COMPUTING** |Southville International School Affiliated with Foreign Universities (SISFU), Las Piñas, PH | Arden University, UK

**HIGH SCHOOL DIPLOMA** | Shekinah Christian Training Center, Las Piñas, PH

**ABOUT ME**

Close friends would probably describe me as introverted and quiet, but a chill person once I got along with them. Growing up, my childhood mainly consisted of spending time in front of my computer. This eventually led to my interest in technology & coding and my love for video games as well.