ANGELO JOE OPUSA DELOS SANTOS

(+63) 999-820-9418 · angelojoedelossantos20@gmail.com
GitHub: @angelojoe20
LinkedIn: @angelojoedelossantos20
2735 Interior 1 Paco Reyes Street Tondo Manila

OVERVIEW

Computer Engineering student with hands-on experience in AWS and Google Cloud, specializing in cloud infrastructure, automation, and system optimization. Proficient in Python, Git, Docker, and PostgreSQL, with a strong foundation in cloud computing and DevOps practices. Passionate about solving complex problems and continuously learning to advance in cloud technologies and machine learning.

PROFESSIONAL EXPERIENCE

Delsan Office System Corporation [Internship]   **February 2025 - March 2025**
Database Administrator Intern | Quality Testing Intern

- Updated and maintained the company's database for **real-time tracking of deliveries** and **sales invoices**, optimized data retrieval processes to enhance system performance, and assisted in troubleshooting printer and toner malfunctions to minimize downtime. Also performed quality testing on cartridges to ensure compliance with ISO standards for printer production, verifying functionality, durability, and overall product reliability.

Achieve Without Borders Inc. [Internship]   **November 2024 - February 2025**
Cloud Engineering Intern

- Assisted in managing **ERP and Odoo cloud infrastructure** using **Docker, Nginx, and PostgreSQL**, implemented performance optimizations and resource allocation strategies, collaborated with the engineering team to resolve infrastructure-related issues, and gained hands-on experience in cloud system administration and deployment workflows in a **Google Cloud Environment.**

Public Employment Service Office of the Manila [Part-Time]   **June 2023 to August 2023**
Clinical Assistant

- Assisted the clinic department at the assigned **University** by evaluating and organizing student **health records**, **verifying X-ray results** and **medical information** for enrollment processing, and ensuring accurate documentation to support the university's health assessment requirements.

CONCENTRIX CVG PHILIPPINES INC. [Full-Time]   **June 2022 - January 2023**
Customer Service Representative

- Handled **financial account inquiries, transactions, and billing concerns** while ensuring compliance with industry standards, maintained **First Call Resolution (FCR) and CP60 metrics**, provided accurate resolutions within service-level agreements (SLAs), and consistently achieved high **Customer Survey (CSAT)** scores through professional and efficient customer support.

INSPIRO RELIA COMPANY INC. [Seasonal]   **March 2022 - May 2022**
Customer Service Representative

- Managed **multiple real-time chat sessions** to assist customers with **product availability**, **order status**, and returns, ensured quick response times to maintain **Customer Survey (CSAT) and resolution rate KPIs**, escalated complex issues for timely resolutions, and upheld company standards for accuracy and efficiency in a high-volume chat support environment.

EDUCATION BACKGROUND

AWS Re/Start Student Scholar - Siklab Pilipinas
Student Scholar
June 2024 - October 2024

Polytechnic University of the Philippines
Science, Technology, Engineering, & Mathematics
Academic Achiever - With High Honors
June 2019 - August 2021

Pamantasan ng Lungsod ng Maynila
Bachelor Science of Computer Engineering
Academic Achiever - Dean's Lister
September 2021 - Present

Cayetano Arellano High School (CAHS)
Academic Achiever - With Honors
June 2015 - April 2019

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF-CO2)

Date Passed: January 25, 2025, **Expiration Date:** January 25, 2028

AI Fundamentals Certificate - DataCamp Learners Scholar

Date Passed: November, 2024, **Expiration Date:** No Date

Data Literacy Certificate - DataCamp Learners Scholar

Date Passed: September, 2024, **Expiration Date:** No Date

SKILLS

Programming Skills
HTML, CSS, Python, C++, Dart

Container
Docker

Technical Skills
Project Management, QA Tester

Cloud Services
AWS, GCP

Web Server
Nginx

Soft Skills
Google Workspace, Office 365 Suite

Database
SQLite, MySQL, PostgreSQL

Version Control
Git, Github

Operating Systems
Windows, Linux (Ubuntu, Fedora)

LEADERSHIP & COMMUNITY INVOLVEMENT

Amazon Web Services Cloud Clubs Philippines [September 2024 - Present]
Partnership Officer - Facilitated collaborations between AWS and student communities to drive cloud learning.

Python Philippines- Kaizend [May 2024 - Present]
Finance Committee - Managed budgeting and financial support for community-driven initiatives.

Amazon Web Services Cloud Clubs - PLM [February 2024 - Present]
External Relations Lead - Organized cloud-related events, established sponsorships & partnerships, and promoted cloud education initiatives.

Google Developers Student Club - PLM [October 2021 - Present]
Core Member, External Relations & Cloud Googler - Assisted in organizing developer events and cloud-related activities, fostering engagement within the tech community. Managed external relations, collaborating with industry partners and organizations to secure sponsorships and resources for student-led initiatives.

Supreme Student Government - CAHS [June 2018 - March 2019]
Student Committee - Assisted in student engagement programs and academic events.
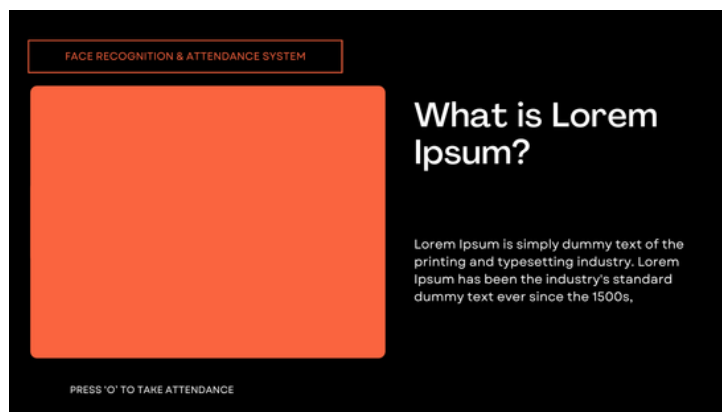
SCHOOL PROJECTS

Library Management System (Legarda Elementary School)

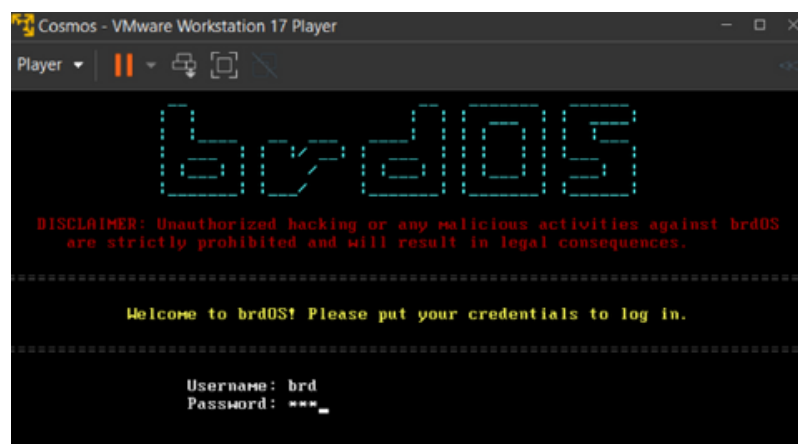*https://github.com/angelojoe20/Library-Management-System.git*

Developed a Library Management System to streamline book availability tracking and database management for Legarda Elementary School. This system was designed to improve the library's operational efficiency, allowing staff to easily locate and manage book inventories.

Facial Recognition System - Group Attendance

https://github.com/angelojoe20/Facial-Recognition-Attendance-System.git

Designed and implemented FRAS, a facial recognition-based attendance system for Block 3 of BS Computer Engineering, 3rd-Year students. The system provides real-time attendance tracking with accurate image recognition, improving efficiency and accuracy in class attendance management.

BrdOS - Operating System

https://github.com/angelojoe20/brdOS.git

Developed BrdOS, an intuitive operating system built using C language and the Cosmos Kernel. The project focused on delivering a seamless user experience and optimizing critical system functionality to meet daily computing needs.