



JUDE ARAIS

WEB DEVELOPER

CONTACT

📞 920-293-9254
✉️ arais.jude@gmail.com
🌐 arisee.vercel.app
📍 234 Zone Sili, Paknaan Mandaue City

EDUCATION

BS Information Technology

Cebu Technological University

2021-2022
College - Completed 1 Semester

**STEM - Science, Technology,
Engineering, and Mathematics**

University of Cebu

2017-2019
Senior High School - Graduate With Honor

SKILLS

HTML 5
CSS 3
React.js
Next.js
Typescript
Tailwind CSS
DaisyUI
EJS
Node.js
Express.js
Wordpress
REST API
PostgreSQL
Git
Github
Git

PROFILE

Versatile website developer with a strong foundation in creating dynamic and responsive websites using modern technologies. Showcasing proven expertise in developing engaging and user-friendly web applications with an emphasis on intuitive design and seamless functionality. Proficient in leveraging cutting-edge tools and frameworks to deliver high-quality web solutions, including React.js, Next.js, and Tailwind CSS.

A detail-oriented approach is a hallmark of my skills, demonstrated by my ability to design and deploy websites that are not only visually appealing but also optimized for functions and performance. As a results-driven professional, I bring a strong commitment to continuous learning, problem-solving, and enhancing user experience through innovative web development practices.

WORK EXPERIENCE

Workforce Specialist

Metrics Call Services

- Conducting real-time monitoring of call queues to make immediate adjustments to staffing levels, if necessary, to meet service level targets.
- Collaborating with managers to ensure that agents are appropriately distributed across different centers based on call volume and skillset requirements.
- Analyzing historical call data and agent performance to identify trends, patterns, and areas for improvement.
- Developing and maintaining dashboards and reports to provide management with insights into call center performance, including service level and attrition rate.
- Managing the scheduling and allocation of breaks and lunches to optimize agent availability during peak call times.
- Collaborating with team leaders to ensure that agent profiles and skill sets are up-to-date, and agents are appropriately trained to handle different call types.
- Continuously evaluating and improving the scheduling and forecasting models to adapt to changing call volume patterns.
- Utilizing Vonage Software for call management, call log analysis, and call volume tracking.
- Monitoring and documenting agent log-in times and attendance.
- Generating daily absenteeism reports and tracking agent overtime, including rest day overtime.
- Developing quarterly staffing and scheduling plans through shift bidding, based on call volume analysis.
- Leveraging Google Sheets and Microsoft Excel for data analysis and reporting.
- Issuing incident reports for unauthorized absences, tardiness, and violations of the company's code of conduct.
- Extracting daily call volume data for forecasting and creating schedules to ensure optimal staffing levels.

JUDE ARAIS

WEB DEVELOPER

CONTACT



920-293-9254



arais.jude@gmail.com



arisee.vercel.app



234 Zone Sili, Paknaan Mandaue City

AWARDS AND CERTIFICATES



Top Workforce Specialist for the 3rd Quarter of 2022 at Metrics Call Services.



Top CIP (Continuous Improvement Program) Contributor of 2022 at Metrics Call Services.



Certificate of Completion in Microsoft Excel Training at Metrics Call Services.

ACADEMIC RESEARCH UNDERTAKINGS

Problematic Online Gaming Experiences and Academic Performance among Grade 12 STEM Students in University of Cebu

1st Semester A.Y. 2018-2019
Quantitative Research

A Comparative Study Between Salt Solution and Chlorine Solution as Preservative Agents for Flowers

2nd Semester A.Y. 2018-2019
Inquiries, Investigations and Immersion – Research Capstone

DOTA Gaming Addiction among Students in Senior High School Department

2nd Semester A.Y. 2017-2018
Qualitative Research

Executive Assistant / Virtual Assistant

Freelance

- Provided comprehensive administrative support to high-level executives.
- Prepared high-level presentations and reports to facilitate informed decision-making.
- Effectively managed executives' calendars, scheduling appointments and coordinating meetings.
- Optimized time utilization for executives to enhance overall efficiency.
- Implemented innovative solutions and Standard Operating Procedures (SOPs) to streamline operations.
- Contributed to increased efficiency and productivity through proactive process optimization.
- Demonstrated a commitment to excellence and attention to detail in all tasks.
- Created and executed email marketing campaigns using Active Campaign.
- Designed eye-catching posters using Canva to enhance promotional materials.
- Updated website content using WordPress to ensure accurate and current information.
- Responded promptly to email inquiries, providing comprehensive and timely information.

Customer Service Representative

Metrics Call Services

2020-2022

- Handled a high volume of incoming customer calls, effectively addressing customer inquiries daily, including call-back requests, refunds, and address verifications.
- Skillfully assessed and resolved a wide range of customer concerns via email ensuring a high level of customer satisfaction.
- Maintained clear and courteous communication with customers during phone interactions, ensuring a positive and professional experience.
- Utilized e-commerce CRM systems, such as Konnektive and Sticky.io, to access customer information and process orders, refunds, and address verifications.
- Demonstrated proficiency in processing refunds and addressing issues related to product quality or delivery discrepancies.
- Efficiently managed customer orders, from placement to fulfillment, providing a seamless ordering experience.
- Tracked and monitored shipments, proactively addressing any delays or issues to provide timely updates to customers.
- Successfully handled banking-related inquiries and concerns, including payment processing and transaction verification.
- Canceled orders with precision and attention to detail, adhering to company policies and ensuring accurate record-keeping.
- Utilized ShipStation for shipment cancellations, streamlining the process and reducing errors.
- Maintained ongoing communication with clients to provide updates on product availability, order status, and any relevant changes in processes or procedures.
- Collaborated with cross-functional teams to address complex customer issues and provide comprehensive solutions.
- Proactively identified opportunities for process improvement, contributing to enhanced efficiency and customer service quality.