ARNILO DEL ROSARIO

CONTACT

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📍 Bulacan, Philippines
My Portfolio

EDUCATION

Georgie College, Inc.
Bachelor of Science in Secondary Education Major in Mathematics (Undergraduate)
June 2012 – June 2014

ZUITT Tech Career Program
Full Stack Web Development (MERN)
September 2024 – November 2024

ADDITIONAL SKILLS

- Proficient in Microsoft Office Suite and Google Workspace Suite.
- Excellent English Communication and Interpersonal Skills
- Stakeholder Management
- Project Management
- Training Delivery
- Content Creation

Training & Development
- Program Design: Developed capability programs in sales, customer service, and leadership for BPO.

SKILLS SUMMARY

Programming & Web Development
- Front-End: HTML5, CSS3, Bootstrap, Git, GitHub, Vercel.
- Back-End: JavaScript, Node.js, Express.js, MongoDB, REST APIs, Postman.
- Full Stack: React.js, DOM Manipulation, API Integration, SDLC, Trello.

WORK EXPERIENCE

Learning Operations Senior Analyst (CL-10)
Training and Development
Accenture Inc.   October 5, 2020 - July 24, 2024
- Designed, developed, and delivered capability programs for BPO workforce in sales, customer service, communication, professional development, and leadership.
- Established Training Maturity Framework for three high-demand projects.
- Managed knowledge resources for 47 products/services across multiple projects.
- Conducted new-hire training, sales acumen, and upskilling sessions, along with process knowledge assessments.
- Collaborated with stakeholders to ensure training alignment with operational needs.
- Supported new account launches in S&P, handling five deals across GBO and META sectors.

Near-hire Trainer (Project)
VXI Global Holdings   January 9, 2020 – March 15, 2020
- Pioneered near-hire training for VXI (Quezon City) as mitigation to costs per hire.
- Created language grid, training rubrics, materials and streamlined recruitment process for the site.
- Facilitated weeklong extensive training for recruitment fall-outs, which opened another market for saturation.

Customer Service Representative
Alorica   September 17, 2019 – December 30, 2019
- Assisted clients with account inquiries, billing, and technical issues.

- Framework & Knowledge Management
- Stakeholder Collaboration

- Provided responsive and brand-aligned customer support via phone, chat, and email.
- Ensured customer satisfaction through effective issue resolution and professional representation.

PROJECT EXPERIENCE

Simple E-Commerce Website
Role: Developer
Project Link
Description:

- This project is a MERN (MongoDB, Express.js, React.js, Node.js) stack application, combining the power of backend APIs with a responsive frontend. Built with Chakra UI for clean design and ease of use, this app demonstrates how to create a responsive web application with essential MERN functionalities.