



**PASSIONATE
DEVELOPER**

Bryan Runtal

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📍 24 Kalayaan Ave. Cembo Taguig

🌐 <https://c0derist.github.io/portfolio/>

Motivated and technically adept professional with a solid foundation in customer facing and a passion for coding. Seeking to transition into a software development role to utilize newly acquired programming skills in languages such as HTML, CSS, Java, and JavaScript. Dedicated to building innovative solutions and contributing to impactful projects in a dynamic tech environment.

Work Experience

Live-chat & Lead Qualification Specialist

rhipe / 2019 - 2024

As a live chat support representative, I provide real-time assistance and support, ensuring a positive customer experience by addressing queries and resolving issues promptly. As a Lead Qualification Specialist, I play a crucial role in the sales process by assessing and qualifying potential leads based on predefined criteria, ensuring only high-quality prospects are passed to the sales team. This role demands a strong understanding of our products, effective communication skills, and a strategic approach to identifying genuine leads.

Associate-IT Helpdesk

Sutherland Global Services / 2016 - 2019

We play a crucial role in ensuring our customers receive unparalleled assistance with our products and services. We will serve as the frontline representative, providing expert guidance, troubleshooting assistance, and overall exceptional customer service. This position requires a deep understanding of the products and technical solutions, allowing you to address customer inquiries, resolve issues, and contribute to overall customer satisfaction.

Certification

Learn JavaScript

Codecademy / 2024

MS 365 Certified: Fundamentals

Microsoft / 2021

Education

AMA Computer Learning Center

Software Development
2011-2014

M.A Montessori High School

7126 General Ricarte St, Taguig
2006-2010

Expertise

- ✓ Computer Savvy
- ✓ Persistent
- ✓ Receptive
- ✓ HTML
- ✓ CSS
- ✓ JavaScript
- ✓ JAVA
- ✓ GIT

Relevant Course

Software Development
Associate-IT Helpdesk
Web Development
Responsive Design