

Darla Mae DC. Cañeca

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canecadarla.github.io/webportfolio

Skills Summary

Programming and Frontend Web Development

- Designed and created a responsive mobile friendly portfolio website hosted in GitHub
- Basic knowledge of HTML, CSS, JavaScript, MERN stack
- Code debugging

Patience

- Better decision-making and prioritized to-dos in level of urgency enabled to accomplish the expected output from the team.
- Explained the current situation and gave the options to customers which allowed the team to execute the plan accordingly.

Additional Skills

- Bootstrap
- Git
- Customer service

Work Experience

Customer Service Representative TDCX PH, Ortigas Center Nov 08, 2021– Jul 17, 2022

- Assisted customers regarding their airline reservation. Booking new flights, rebooking, and other concerns through inbound or outbound calls and live chat.
- Provided resolution on customer's first call.

Passenger Service Agent Jazeera Airlines, Kuwait May 07, 2019– Jun 14, 2020

- Provided support to team members during rush hour resulted to on-time check-in counter close.
- Assisted team lead in boarding gate to make sure all passengers can board their flight that resulted zero to less delay time from our end.

Customer Service Agent Cebu Pacific Air, Pasay City Jan 08, 2018– Apr 29, 2019

- Knowledgeable in different areas in Arrival department that enabled to provide support as needed.
- Willingness to learn new skill which helped the Arrival department to handle some situations related to flight disruption without further delay.

Store Consignor Assistant Savemore Market, Meycauayan Nov 03, 2015– Apr 10, 2017

- Conducts screening and interview of applicants and briefing to new hires. Monitors attendance and implements disciplinary actions.
- Submission of daily, monthly, and annual reports and special reports as requested by Head Office.

Education

Zuitt Coding Bootcamp
Full Stack (MERN) Web Developer
November 07, 2022 – February 28, 2023

BS in Tourism Management
La Consolacion University Philippines, Malolos, Philippines
2011-2015