Russel Lacap

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OBJECTIVE

Seeking a position where I can apply and showcase my technical skills in building responsive, user-friendly web applications. I am eager to contribute to a collaborative team environment, take on meaningful projects, and continuous learning grow both professionally and personally within a forward-thinking company.

SKILLS & ABILITIES

- **Programming Languages:** HTML, CSS, Javascript,(ES5/ES6), VB.NET, C#.
  Frameworks & Libraries: Bootstrap,JQuery
- **Back-End:** Node.js, Express.js, RESTful API development
  Datebase: Postgesql
- **Tools & Platforms:** Git, Github, Figma, Adobe Photoshop, Postman,Visual Studio,Windows Server, Active Directory,npm
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WORK EXPERIENCE

Accenture

Customer Service Representative at ACCENTURE
(From April 18,2022 To July 12,2022)

- Delivered high-quality customer support for users of Coinbase, addressing a wide range of cryptocurrency-related concerns including account access, transaction issues, verification, and security protocols.

- Guided users through KYC processes, 2FA setup, wallet functions, and basic blockchain principles.

- Maintained high customer satisfaction scores by providing clear, step-by-step assistance and timely follow-ups.

Igt Solutions

Travel Associate at IGT SOLUTIONS
(From February 17,2023 To Feb 09, 2025)

- Delivered high-quality customer service support to Sixt car rental company customers, addressing inquiries related to car rentals, reservations, modifications, billing, and general travel-related concerns.

- Handled customer interactions through voice and/or digital channels, ensuring a smooth and satisfying rental experience.

- Maintained service quality standards and met or exceeded performance metrics such as customer satisfaction, resolution time, and compliance.

EDUCATION

2021-2023   **Computer Site Institute - 15 Sto. Niño, San Pedro, Laguna, Philippines, San Pedro, Philippines – Completed a 3-years Information Technology Vocational Course (Graduated July 19,2023)**

- Completed a 3-year intensive vocational program focused on practical training in software development, system administration, and IT support.

- Gained hands-on experience in front-end and back-end technologies through multiple real-world projects.

- Developed multiple functional websites, strengthening skills in web design, databases, and troubleshooting.

CERTIFICATION & ONLINE COURSES

- **Complete Web Developer Bootcamp** - Udemy
  Covered front-end (HTML, CSS, JavaScript, Bootstrap) and back-end (Node.js, Express) technologies.

- **Git & GitHub Crash Course**- Udemy

  Learned version control fundamentals and how to manage code collaboration using Git and GitHub.

TRAINING

TESDA Training at Computer Site institute Inc.
(February 2021- March 05, 2021)

- Successfully completed TESDA-accredited training focused on basic, common, and core competencies in computer systems servicing. Gained hands-on experience in **hardware** and
- **software troubleshooting**, **network configuration**, and **preventive maintenance**