

Software Engineer

Java Programmer | Testing & QA | Project Management

- Highly skilled problem-solver with strong analytical skills used for debugging and troubleshooting
- Holds a Bachelor of Science – Information Systems; Currently, pursuing Software Engineering Technology
- Experienced in using Java, IntelliJ IDEA, and C#, .NET Framework for various applications
- Skilled in writing SQL queries for data extraction, manipulation, and analysis. Experience with database management systems like MySQL and PostgreSQL
- Solid understanding of testing & QA best practices, the SDLC processes and using Agile methodology
- Proficient in communication, with extensive experience in operations management, demonstrating effective relationship-management skills and ability to resolve issues effectively
- Skilled in collaborating with diverse teams, ensuring productive and positive interactions to achieve common goals
- An adaptable and quick learner, who acquires new skills and knowledge with ease
- Strong communication skills with the ability to effectively convey technical concepts to non-technical stakeholders and collaborate with team members.

EDUCATION

Software Engineering Technology (Co-op) Advanced Diploma Sept. 2024 - Present
Centennial College, Toronto, ON

- *Key Courses:* QA & Testing | Java Programming | Web Interface Design | Software Requirements | Database Concepts (SQL) | Client-Side Web Development | Mobile Development | C# Programming

Bachelor of Science in Information Systems Graduated May 2017
City College of Angeles, Pampanga, Philippines

WORK EXPERIENCE

Operations, Team Manager | Alorica Philippines, Inc., Clark Airbase, Philippines Dec. 2019 - July 2024
Account: United Parcel Service (UPS)

- Led a team of 12-15 members, providing guidance and supporting their day-to-day activities
- Trained agents to improve their call/email professionalism, to support service experience
- Provide real-time feedback and weekly up to month-to-date scores
- Drafted reports to summarize service performance and provide insights to management

Customer Service Associate | Alorica Philippines, Inc., Clark Airbase, Philippines Mar. 2019 - Dec. 2019
Account: United Parcel Service (UPS)

- Monitor and follow-up with customer as necessary with both inbound and outbound calls
- Used CRM systems to accurately track and manage confidential customer data
- Answer inquiries via phone and email related to tracking, shipping, claims and investigations processes

Technical Support Representative | iQor, Clark Airbase, Philippines Sept. 2017 - Feb. 2019
Account: LeapFrog & Vtech Educational Toys

- Maintained detailed records of customer interactions and transactions in the database system
- Handled 80+ technical support calls per day with a high satisfaction rate
- Demonstrated strong problem-solving and troubleshooting skills to resolve customer issues quickly

Warehouse Associate | North York, ON Oct 2024 – September 2025
Prime Recovery

- Contribute to a clean, safe, and organized work environment.
- Maintain accuracy and efficiency while sorting and organizing items.
- Handle physical tasks such as lifting and moving boxes with attention to safety.
- Collaborate with team members to meet productivity goals.