

BABELONIA, JOSHUA PALISOC

487 Manibaug, Paralaya, Porac, Pampanga

977 027 7896

joshuabelonia20@gmail.com



CAREER OBJECTIVES:

- To leverage my technical skills and academic knowledge in a dynamic IT environment, contributing to organizational success while gaining practical experience.
- To enhance my expertise in IT solutions, cybersecurity, or software development, fostering both personal and professional growth.
- To join a company that values continuous learning and innovation, allowing me to develop my abilities while upholding integrity and excellence.

EDUCATION BACKGROUND:

UNIVERSIDAD DE MANILA COLLEGE

Bachelor of Science in Information Technology

659 Cecilia Muñoz St, Ermita, Manila

WORK EXPERIENCE:

GIP – Government Internship Program in Department of Labor and Employment, near Intramuros, Manila

March – October 2025

- **Graphic Design** creating a social media graphics (Adobe Photoshop/Canva) and edited video content (e.g., “DOLE Explain” series, promotional clips), ensuring brand consistency. Collaborated with IPD to design infographics/posters for public awareness campaigns and transcribed interviews/events for archival use.
- **Administrative Support** in Office of the Director, tracked and managed departmental documents such as receiving and forwarding files, handled front-desk duties including answering calls and assisting with inquiries, and supported daily office operations.
- **Technical Support** assisting in live stream setups for DOLE AFP Radio and press events, including equipment configuration and managing on-screen text. Occasionally joined field coverage to take videos of high-ranking DOLE officials during events and public engagements.

Advisor I, Customer Service in Concentrix Glorietta 5, near Ayala Avenue

October 2024 – January 2025

- **Handled AT&T prepaid** inbound calls for customers, assisting with account inquiries, payments, SIM activations, promo enrollments, and device troubleshooting, while promoting offers, add-ons, and auto-pay programs.
- Provided technical support for network, device, and data issues, and maintained accurate documentation in AT&T CRM systems to ensure data privacy and timely resolution of concerns and escalations.

Service Crew in McDonald’s P. Campa near Morayta

June 2023 – February 2024

- Utilized problem-solving skills to resolve customer concerns efficiently, ensuring smooth service operations during peak hours.
- Collaborated with team members to improve workflows, enhance productivity, and maintain consistent service quality.

Customer Service Representative in Alorica Mezza near SM Sta. mesa

October – December 2022

- **Handled Amazon Account**, customer inquiries with effective communication, resolving issues promptly and providing personalized solutions based on service policies to ensure customer satisfaction and loyalty.
- Collaborated with team members and supervisors to escalate complex cases, contributing to better resolution strategies and enhancing the overall customer experience.

SPECIAL SKILLS:

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|-------------------------------|----------------------------------|---|
| • Basic Programming | • Problem-Solving | • Technical Proficiency in IT Systems and Tools |
| • Customer Service Excellence | • Online and Product Research | • Adaptability and Quick Learning |
| • System Design | • Effective Communication Skills | |

PROJECTS:

GMC Shop: An Android Mobile-Based Application for a Car Wash Management System

Capstone Project (Completed and Presented)

- Designed the system interface using Figma, focusing on user experience and interface usability.
- Collaborated on database integration with Firebase, ensuring efficient and secure data management.
- Contributed to project documentation, ensuring clear and organized communication throughout the development lifecycle.
- Worked on the overall architecture, integrating features like appointment scheduling and payment processing to enhance system functionality.

Jump Master: 2D Adventure Arcade Game

Software Engineering Project

- Designed key visual elements, including the logo, brochure, and user interface screens (Game Start, Options), ensuring an engaging and cohesive user experience.
- Applied design principles to enhance the game's interface, focusing on usability and visual appeal.
- Utilized self-directed tutorials to rapidly develop game design and software development skills, contributing to both web and game design aspects.
- Collaborated on the overall game flow and mechanics, ensuring smooth gameplay and intuitive navigation for users.

CERTIFICATIONS:

CISCO – Networking Basics

Certificate of course completion through Cisco Networking Academy under DICT-ITU DTC Initiative

September 2025

CISCO – Introduction to Modern AI

Certificate of course completion through Cisco Networking Academy under DICT-ITU DTC Initiative

September 2025

TESDA Certificate of Completion – Microsoft Artificial Intelligence Course (Azure AI Fundamentals)

Completed the course on Microsoft Azure AI fundamentals through the TESDA Online Program.

July 2025

TESDA Certificate of Completion – Introduction to CSS

Completed the course in Intro to CSS through the TESDA Online Program.

July 2025

TESDA Certificate of Completion – Installing and Configuring Computer Systems

Completed the course on computer systems installation and configuration through the TESDA Online Program.

July 2025

Learning Session on Effective Government Communication Materials

Certificate of participation in the seminar.

June 2025

Harmony in Interaction: Bridging Worlds through Human-Robotic Communication

Certificate of active Participation in the seminar.

January 2024

CHEDX IT Summit

Certificate of participation of an Individual in the summit.

November 2023

Empowering the Future: Unleashing the Potential of Artificial Intelligence

Certificate of appreciation for attending the seminar.

October 2023

From Data to Justice: The Power of Computer Forensics

Certificate of participation in the webinar.

October 2023

Introduction to Artificial Intelligence

Proposed a seminar with the team at the university.

April 2023

Multimedia 2 ANIMAFEST

Top 1 Best Final Project Presentations in Multimedia 2: Animation

July 2022

REFERENCE:

Name: **Shaira Marie Rivera**
Occupation: Teacher I
Contact: 935 788 6081

Name: **Joy Naguit Sadol**
Occupation: IT Professor
Contact: 917 887 0969

IN CASE OF EMERGENCY:

Name: Wilfredo Babelonia
Contact: 951 492 0242
Relationship: Father

Name: Helen May Palisoc
Contact: 928 969 3867
Relationship: Mother