CHRISTIAN JUNIO

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chriscrosssx.github.io/portfolio-chrisjunio/

About Me

Results-driven Information Technology student at University of Baguio with a strong foundation in project management, business analysis, software testing, and web development. A consistent Dean's Lister, certified in Software Testing and Automation, Azure DevOps, and Python Automation. Adept at strategic planning, risk assessment, and stakeholder engagement, with a passion for process improvement and data-driven decision-making. Seeking an opportunity in project management, business analysis, quality assurance, or software development to apply technical expertise and leadership skills.

Education

Bachelor of Science in Information Technology (ICT) | University of Baguio
Dean's List: 1st Year, 2nd Year, 3rd Year

Science, Technology, Engineering, and Mathematics (STEM) | University of La Salette | 2019 - 2021
Graduated with Honor

Experience

Customer Service Associate | January 2024 - April 2024
Pacificall Philippines Inc. | 77 2nd Floor New Lucban Extension, Baguio City, Philippines
- ➢ *Coordinated customer interactions via phone and email, ensuring prompt resolution and enhanced customer satisfaction.*
- ➢ *Applied conflict resolution, problem-solving, and multitasking skills to maintain high service quality in a fast-paced environment.*
- ➢ *Leveraged CRM systems and Shopify to assist customers with product purchases, improving conversion rates.*

Projects

THESIS Project: *Designing a Secure and Scalable Network Infrastructure for Baguio City Buildings and Architecture Office* | January 2024 - December 2024
- ➢ *Led stakeholder engagement to gather requirements and define project scope.*
- ➢ *Conducted risk assessment, network optimization, and vulnerability analysis using tools like Ookla, Nmap and Wireshark.*
- ➢ *Delivered technical reports and implementation plans, ensuring enhanced security and efficiency.*

***TrackDat – AI-Powered Task Management Application* | August 2023 - December 2023**
- ➢ Managed project planning and execution, integrating AI to enhance task tracking, collaboration, and productivity.
- ➢ Conducted market research, competitor analysis, and user requirement gathering to optimize business strategy.
- ➢ Led UX/UI design and cross-functional collaboration for seamless implementation of key features.

***CareDerly – Digital Discount Booklet for Senior Citizens* | September 2024 - December 2024**
- ➢ Spearheaded process improvement by digitizing discount booklets, enhancing accessibility for users.
- ➢ Developed a subscription-based and ad-supported revenue model, ensuring long-term sustainability.
- ➢ Applied business analysis and strategic planning to streamline verification for pharmacies and grocery stores.

***RV Website Development* | January 2023 - May 2023**
- ➢ Designed and developed a responsive website using HTML, CSS, and JavaScript, ensuring accessibility and user-friendly navigation.
- ➢ Monitored performance metrics to optimize page speed and SEO ranking.
- ➢ Project Link: *https://app-rv-web.web.app/*

***Grading System Application Using Java* | August 2022 - December 2022**
- ➢ Engineered an efficient and accurate grading system, incorporating data visualization and automation to improve usability.
- ➢ Conducted system analysis and testing, ensuring optimal performance.

Certifications

Scrum Fundamentals Certified (SFC) Link
Google IT Automation with Python Professional Certificate Link

Software Testing and Automation Specialization <u>Link</u>
Analyze User Research Data with Microsoft Forms <u>Link</u>
How to Write an Effective Project Objective with Asana <u>Link</u>
SQL - Intermediate <u>Link</u>
SQL - Basic <u>Link</u>
Getting Started with Azure DevOps Boards <u>Link</u>
Cybersecurity Essentials <u>Link</u>
Programming Network Applications in Java <u>Link</u>
Bootstrap & jQuery - Certification Course for Beginners <u>Link</u>
CCNA: Enterprise Networking, Security, and Automation <u>Link</u>
CCNA: Switching, Routing, and Wireless Essentials <u>Link</u>
Introduction to Packet Tracer <u>Link</u>

Skills

Technical Skills
- Project Coordination & Implementation, Risk Management & Assessment, Strategic Planning & Execution, Process Development & Improvement, Business Analysis & Data Visualization, Software Testing & Automation, Web Development (HTML, CSS, JavaScript, Python, SQL)

Soft Skills
- Stakeholder Engagement & Communication, Conflict Resolution & Problem-Solving, Time Management & Prioritization, Leadership & Team Collaboration, Attention to Detail & Multitasking, Critical Thinking & Decision Making, Creativity & Innovation, Adaptability & Flexibility

Extracurricular Activities

University-Wide Organization
Student Supreme Student (SSC) – Senator | 2023 - 2024
Student Legislative Council (SLC) – General Secretary | 2023 - 2024
Student Administrative Council (SAC) – Publication Committee | 2022 - 2023

Awards and Achievements

Top 20 Finalist - Philippine Startup Challenge: Regional Pitching Competition (2023)
Stepping Up Your Career in Cloud Computing and DevOps
1st Place - Organization Marketing Video Competition (SIT - SAC)
Certificate of Recognition: Brainwave "Building Innovative Solutions for a Digital World"
Leadership Award (2019)

Publications

Junio, C. (2025, February 7). *Empowering Future Tech Leaders in the SIT Freshmen Mentorship Program 2025.* University of Baguio.
   <u>https://ubaguio.edu/empowering-future-tech-leaders-in-the-sit-freshmen-mentorship-program-2025/</u>

Junio, C., et al. (2025, February 3). *Cultivating Leadership Potential: The 16th UB Leadership Summit*. University of Baguio.
   <u>https://ubaguio.edu/cultivating-leadership-potential-the-16th-ub-leadership-summit/</u>

Junio, C., et al. (2025, January 6). *University of Baguio to Represent the Philippines in Romania Robotics.* Buhay UBiano.
   <u>https://ubiano.ubaguio.edu/university-of-baguio-to-represent-the-philippines-in-romania-robotics-automation-competition/</u>

Junio, C., et al. (2024, December 13). *Pioneering SIT Study in Network Security: Advancing SDGs 4 and 16.* Buhay UBiano.
   <u>https://ubiano.ubaguio.edu/pioneering-sit-study-in-network-security-advancing-sdgs-4-and-16/</u>