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EUGENE REY L. BULAHAN

IT | PROGRAMMER | CSR

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Personable IT/Technical Support of HenrySheinOne specialize in DENTRIX "dental practice management software with almost 2 years of experience. Received 96% customer satisfaction score and fast-efficient in resolving issues. Eager to support Dental offices from administrative duties and assisting in providing highest quality back office support. Creative and passionate in windows application softwares and website as as back-end developer.

EDUCATIONAL BACKGROUND
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Access Computer and Technical Colleges, Inc / Quezon City / 2017-2021
- Academice Excellence Awardee and Service Awardee
Working Scholar (IT and Office Staff)
Marketing Ambassador

Iligan City East National High School Special Program in the Arts / 2016

Graduated with Highest Honors
Best in Dance 3 Consecutive Years

SKILLS
Technical Support

Word and Excel

Photoshop & AI Skillful

Django and Python

Computer Networks

Wins App .Net C# Programmer

Communication Skills

OTHER SKILLS
- Video Editing & Basic Layout designs.
- Administrative support.
- Proficient in: Adobe Premiere.
- Able to work under pressure
- Fast and Quick Fixer.
- Able to Multitask.
- Web & Tech savvy.
- Critical Thinking and Problem Solving.
- Experience working in a team-based environment.
- Ability to stay calm and collected in fast-paced environments.
- Calm, composed and emphathetic in customer relations.

PERSONAL DETAILS

Date of Birth
June 04, 1998

Civil Status
Single

Nationality
Filipino

CHARACTER REFERENCES
Engr. Gary M. Sison
MIT Academic Support Committee
Marketing Head
0921-217-4413

WORKING EXPERIENCE

DENTRIX/EASY DENTAL TECHNICAL SUPPORT REPRESENTATIVE
Alorica Teleservices, Inc. / November 4, 2020 - 2022 / Metro Manila
SKILLS : Installs | DTX/EZD Core Tier 1&2 | Canada Fee Guide | Smart Image Dept.

* Improved customer service and communication skills in assisting through inbound/outbound process and providing technical support for dental offices based in US and Canada.
* Assessor of computer components for Dentrix software and Real Cloud Imaging Software.
* Advised office how they do the Recall Appointment and manage the scheduler.
* Installs Drivers, correction files Intraoral Xray Sensors. Handles drivers for Cameras for photographs.
* Almost two years of experience working with Doctors, IT, Office administrators, and staffs helping them to correct, direct, achieve their goals towards the software.
* Educate how to do perio exams, treatment planning, posting procedures, claim creation with xray attachments for G7.3+ using Smart Image Viewer before submitting claims to insurance companies. Provides fast and efficient solutions for any errors encountered and almost doing what is right rather than good.
* Helps staff provide the information they need, making sure that they learn, understand how it works what are the pros and cons.

OFFICE STAFF | IT STAFF
Access Computer College / Jun 2018 - Sep 2020 / Quezon City (Working Scholar)

* Graphic Artist, Designer, and Creator
  - Creates school banners, advertisement, flyers, tarpaulins and posters.
* Handles student profiles, account activations, and manage student ID online
* School representative, ambassador and provides marketing strategy.

OCCUPATIONAL OBJECTIVE

To become functional individual while requiring innovation, global competence application utilizing my career acquired knowledge, experiences and skills in the modern world.

WINDOWS APPLICATIONS CREATED
Health Care Management Software (using C# Language and .Net Framework)
- A server type software that has a shared database in the network, able to record and manage profiles. Create an appointment, record patient medical history, prescriptions, allergy as an alerts before conducting procedures. Able to record person's vaccination and generate reports.

Payroll System and Log Book App	Bill Management System
Inventory Management System	Skill Charting LMS System
Point of Sale System	Lipat Bahay Trucking Rates
Warehouse Management System	Back Up System

WEB APPLICATIONS CREATED
PYTHON LANGUAGE USING DJANGO FRAMEWORK
Digitalized Resume

EXTRA CURRICULARS

MR. ACADEMIC FESTIVAL 2017 (TITLE HOLDER)
Bringing awareness to value the education which will be the key to success.

MARKETING AMBASSADOR
Received most outstanding performance evaluations for service in performing duties, actively volunteering and proficiency in Marketing Fields

Arnold L. Baculi
Legislative Assistant III
Senate of the Philippines
0995-536-1650

John Vincent M. McGarry
HenrySchein One
Dental Software Mentor
0917-147-1437

I hereby declare that all the above information is correct and true.

Eugene Rey L. Bulahan