**Durrel Ganados**

[dmganados@gmail.com](mailto:dmganados@gmail.com) | [www.linkedin.com/in/durrelganados](https://www.linkedin.com/in/durrelganados/) | +639123106937

**Aspiring Full Stack Developer**

*Web Developer*

Team player and goal-oriented Customer Service Representative seeking a new carrier path in Web Development. I developed an e-commerce site using MERN Stack which was complimented by my peers and I’m looking for an opportunity to enhance the skills I gained and apply the work ethics I learned in my professional experiences.

Skills

* React
* Node.js
* JavaScript
* Python
* MongoDB
* Problem-Solving
* Communication Skills
* Interpersonal Skills

Experience

**Software Engineer Student**  January 2022 - Present

*Zuitt – Coding Bootcamp*

* Developed booking and e-commerce system using MERN Stack
* Created wireframes which were the guide to developing the front-end
* Built website using HTML, CSS, and JavaScript
* Completed all the projects and awarded certificates

**Virtual Assistant / FBA Specialist**  April 2021- Feb 2022

*3-BG*

* Created product listings to the Amazon platform, manually or via flat files
* Converted listings to FBA and add information about dangerous goods and Hazmat
* Collaborated with the team and leaders to discuss actions to solve the problems with the listings
* Fixed listing issues with an 80% success rate.

**Quality Analyst**  May 2017- May 2020

*Concentrix*

* Gathered raw data to conduct various investigations including Phone/Email/Chat channels and submitted analytical reports to appropriate recipients
* Coached the agents and provide recommendations on how to improve on handling the transactions
* Submitted reports with complete details and adjusted write-ups according to the understanding of the clients or stakeholders
* Developed a process to Identify fraudulent account activity reducing fraud by 85%

**Customer Service Representative** June 2016- May 2017

*Concentrix*

* Provided accurate information to the customers through phone/email/chat transactions
* Studied new related skills for continual learning
* Performed collaborative action with the team members that improved the team performance from 45% to 75%
* Awarded as the top performer with a 96% total performance rating

**Full-time Missionary** April 2013 – April 2015

*The Church of Jesus Christ of Latter-Day Saints*

* Taught interested people about the restored Gospel of Jesus Christ and help them get nearer to Him.
* Discussed with co-missionaries in helping people improve their lives and stop wrongdoings.
* Collaborated with the local and foreign missionaries in strategic planning to achieve monthly goals.
* Recognized as a top-performing missionary leader with the highest contribution of 85% in terms of

baptisms and lessons.

**Executive Secretary** April 2011 – April 2013

*The Church of Jesus Christ of Latter-Day Saints*

* Organized meetings and discussed minutes with the branch leaders to be aligned with the goals.
* Scheduled interviews with the members as part of the Branch President's regular interview.
* Collaborated with stake (diocese) leaders in goal setting and planning to achieve goals.

**Branch Clerk** 2008 - 2011

*The Church of Jesus Christ of Latter-Day Saints*

* Collaborate with the administrative and auxiliary leaders in goal setting and strategic planning to achieve the goals.
* Indexed, edited, or updated individual membership information to maintain the record’s accuracy
* Participated in leadership training to help improve leadership and organizational skills

Education

**Bachelors in Applied Technology** Anticipated July 2024

*Brigham Young University*

**Bachelor of Science in Information Technology** Undergraduate March 2017

*University of Mindanao*