

# John Ronald Santos

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## Professional Summary

Emerging Full-Stack Developer with a foundation in business Intelligence and QA. Skilled in building portfolio projects using Next.js, React.js, and PHP, while applying QA and automation practice for efficient and reliable development, brings experience in analytics and report automation, supporting both technical delivery and business outcomes, with strong problem-solving, communication, and collaboration skills.

## Core Skills

### Proficient In

- **Frontend & Web:** JavaScript (ES6+), TypeScript, React.js, Next.js, Python, PHP, Node.js, Express.js, HTML5, CSS3, Tailwind CSS, Bootstrap, jQuery, Responsive Web Design (RWD), Cross-browser Compatibility
- **Databases:** SQL, MySQL, MongoDB, Database Design & ERD
- **Version Control & Workflow:** Git, GitHub, Agile/Scrum, CI/CD (GitHub Actions, basic Docker, Vercel deployment)
- **Business Intelligence & Analytics:** Power BI, Excel (advanced formulas, pivot tables, power queries), Python (pandas, matplotlib, NumPy basics)

### Working Knowledge / Familiar With

- **Programming & Backend:** C#, .NET, ASP.NET Core, Java, Ruby on Rails,
- **Testing & QA:** Cypress, Manual & Automated Testing, QA Documentation, Debugging, Unit Testing
- **Concepts & Practices:** MVC (Model-View-Controller), OOP, RESTful APIs, Clean Code Practices, Code Reviews
- **Tools & Platforms:** Visual Studio, VS Code, Jira, Trello, Cloud Platforms (Azure/AWS basic exposure)

## Projects

- **BIO Pro – Smart Attendance & Analytics System**  
Developing a smart attendance system leveraging **Face Recognition ( Python, OpenCV, PostgreSQL)** with analytics dashboard for real-time insights and reporting. [🔗 GitHub Repo](#) | Live Demo (coming soon)
- **WebChat – Real-time Messaging App**  
Built a real-time chat application (**MERN Stack: MongoDB, Express, React, Node.js**) with socket-based communication for instant messaging and user authentication. [🔗 GitHub Repo](#)
- **DPF Store – Mini E-commerce Store**  
Developed a lightweight e-commerce platform (**PHP, CodeIgniter, MySQL, AJAX**) with MVC architecture, product catalog, shopping cart, and basic checkout flow for online ordering. [🔗 GitHub Repo](#) | [Video Demo](#)
- **TempID – Identity & Access Management Tool**  
Created a Java-based system (Java, Eclipse, MySQL) for generating and managing temporary IDs with role-based access controls and database-backed storage. [🔗 GitHub Repo](#)

## Relevant Experience

### QA / QC Site Engineer

Pulse Optix / Boracay Hotel & Convention Project | June 2025 – September 2025

- Coordinated inspections and submitted progress reports for CCTV, PABGM, Data & Voice, and Access Point (AP) systems
- Ensured quality and conducted continuity testing for roughing-ins, wiring-ins and device installations

### Business Intelligence Analyst I

Teleperformance – Vertis North | September 2023 – June 2025

- Partnered with operations by extracting, cleaning, and automating reports to deliver data insights that improved decision making.
- Maintained accurate and up-to-date performance metrics across advocates, teams, and macros using Power BI

### Freelance On-Call IT Operations Support

CITS IT Solutions | January 2023 – Present

- Provided troubleshooting and configuration for home and small-office setups.
- Assisted in documenting issues and coordinating escalations for technical concerns.

### Freelance Lidar Annotation Specialist

Remotask | September 2020 – October 2021

- Annotated, validated, and QA-checked 3D Lidar point cloud datasets for AI model training, ensuring accuracy, compliance with project standards, and timely remote delivery

## Other Experience

**Software Developer Associate** – AT Grit Solution (July – Sept 2023) | Assisted in full stack development & Manual Testing

**IT Support / Security Installer** – HG Tech IT Pro (2019 - 2020) | On-call installation & CCTV installation intended to event security.

**Parts Consultant** – Chevrolet Alabang (2015 –2018) | **Recognized as Parts Consultant of the Year (2018) at TCCI Skills Fest**

**Security Installer** – Guard-all Electronic Security System Inc. (2015) | Installed commercial security systems.

**Parts Supervisor / Warehouseman** - Chevrolet Alabang & Carmona (2008 – 2011) | Managed inventory and distribution flow

## Education & Training

- **BS Computer Engineering** – Colegio De Montalban (2019–2024)
- **Automobile Mechanics** – Don Bosco Makati (2006–2007)
- **Village88 Web Development Training Program (2022)** – Web Fundamentals, PHP, JavaScript, Backend Track
- **MindTech Training & Development Institute (2021–2022)** – 108 hrs. HTML, CSS, PHP, SQL