John Ronald Santos

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Professional Summary

Hands-on experience in **Business Intelligence and QA,** and report automation; skilled in on-site quality assurance and decision support, currently transitioning into Development, with portfolio projects and automation tools.

Core Skills

- QA & QC: Site monitoring, documentation accuracy, process improvement
- Business Intelligence: Excel dashboards, SQL basics, automated reporting
- IT Support: Troubleshooting, networking, configuration (Internet, CCTV)
- Full-Stack Development & Automation: Next.js, Laravel, PHP, Python, JS, HTML / CSS, Version Control

Relevant Experience

QA / QC Associate (IT & Site Support)

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

- Oversaw quality checks on IT infrastructure for hotel & convention center project
- Improved project reporting accuracy by digitizing inspection logs.

Business Intelligence Analyst I

Teleperformance – Vertis North | September 2023 – June 2025

- Built and automated Excel dashboards, cutting report preparation time by 30%
- Partnered with operations to improve decision-making through data insights.

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. (2011) | 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

Projects

- **Payroll & Attendance Automation (BIO Pro)**
  Designed a prototype system for real-time attendance tracking with biometric authentication options (face/fingerprint) and automated payroll report generation.
- **Construction QA Heatmap Dashboard**
  Built a dashboard concept for visualizing site inspection results on floor plans, enabling faster quality checks and issue tracking for construction projects.
- **QA Automation Framework (Cypress)**
  Developed test automation scripts for web applications to reduce manual testing time and improve regression reliability.
- **Incentives & Billing Dashboard (Excel / Power BI)**
  Streamlined reporting by creating automated dashboards for billing and incentive data, cutting preparation time and supporting decision-making for operations teams.