Lester Ivan Nollora

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Professional Summary:

Customer Service Representative seeking opportunities in the IT Industry. Certified in Data Analytics from Refocus Digital Academy and completed Software Engineering Course at Avion School, where I developed various web app projects. Well-trained in Excel, PostgreSQL, Power BI, JavaScript, Ruby, and more. Highly proficient in the use of tech tools gained from over 4 years in BPO industry. Possessing strong problem-solving, analytical, and communications.

Technical Skills:

Proficient:	HTML & CSS	Ruby on Rails	MS Excel
	JavaScript	PostgreSQL	MS PowerPoint
	Ruby	MS Visual Studio Code	MS Word
	React JS	MS PowerBI	
Familiar:	Python,	Git,	Bookkeeping & Recording –
	Sass CSS,	Git Hub,	Book of Accounts,
	Bootstrap	Different Tables & Chart Presentations,	Verbal & Written Communication – Report Formats,
		Photo Editing,	Customer Service & Sales

Project:

Baby Care | Developer | Repo | Avion
A web app with React.js frontend and Ruby on Rails backend for tracking baby care routines.
- Accomplished balanced breastfeeding usage by implementing a timer for both the left and right sides, which ensured even feeding sessions and prevented uneven appearance.
- Improved privacy and monitoring by adding caregiver accounts, enabling separate tracking of care activities without the parent's involvement.

Slack App | Developer| Repo | Avion
A React.js web app inspired by Slack, supporting direct and channel-based messaging.
- Increased scalability by building reusable components, which facilitated easy maintenance and real-time messaging.
- Enhanced user engagement by designing a responsive interface with custom animations, resulting in a seamless experience across devices.

Stock App | Developer | Repo | Avion
A Ruby on Rails app for buying and selling stocks.
- Streamlined user access control by implementing Devise-based authentication and user roles, allowing traders and admins to manage accounts effectively.
- Simplified admin tasks by automating user approval with callbacks, leading to faster approval processes and better status management.
- Improved communication by integrating email notifications using Letter Opener Web, ensuring timely updates for account approvals.

Banking App | Developer | [Repo](#) | Avion
A React-based app for manual account management.
- Enabled flexible account management by developing deposit, withdrawal, and transfer functionalities, leading to efficient handling of user balances.
- Prevented invalid operations by adding error handling for negative balances and non-existing users, ensuring system stability and reliability.
- Retained user data across sessions by implementing LocalStorage for budget tracking, which allowed users to reload and retain account information.

Data Analyst | [Google Drive](#) | Refocus (Yellevate) 2022
As a part of my education, I performed the following tasks for the Yellevate. This has led to an approximate 5% annual loss of revenue (in USD).
- Using data the company collected about these disputes, I identified their causes and came up with strategies to solve them.
- Identified the problems facing the business and came up with objectives that can solve them with data analysis.
- Set data analysis goals according to these business objectives.
- Conducted data analysis by loading a .csv files in SQL
- Analyzed data using Excel and SQL
- Visualized processed data.
- Generated insights from the analysis to provide recommendations on probable strategies to deal with disputes effectively.

Work Experience:

Customer Service Representative
TaskUs Bulacan (DoorDash Account) - US, Canada, Australia, and New Zealand.
(December 2021 to November 2023)
- Handling customer concerns through inbound chats, outbound calls, and email to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Deliver service and support to each customer, paving away for future business opportunities.
- Top Agent for having an overall CSAT Scores of 92.86% among all agents who had their nesting period within January 2022 – March 2022.
- Recognized as Top Agent for Quarter 2 of 2022 in CSAT Scores in just 6 months.

Training/Seminar Attended:
- Software Engineer (Avion), 2024
- Data Analyst (Refocus), 2022
- Sales, Management, and Marketing (St. Louis College of Valenzuela), 2014

Highest Education:
Bachelor's Degree – Accounting Graduate
St. Louis College of Valenzuela
2017