

MARK GIL YU

PROFESSIONAL SUMMARY

Self-taught web developer with hands-on experience in building websites using HTML, CSS, JavaScript, React, and Node.js. Skilled in on-page SEO, content updates, and website optimization to improve user experience and search rankings. Brings 8 years of customer support experience, with a strong focus on communication, problem-solving, and user satisfaction. Adept at translating client needs into functional website. Passionate about continuous learning and delivering clean, efficient code.

WORK EXPERIENCE

SEO Manager/ Web Design Editor (Work from Home) 2024

- Creates webpages for articles
- Edits/update needed changes on webpages
- Keyword research, back linking
- communicate with client for updates and changes

Purchase Officer Gaisano Grand Malls 2023

- Sourcing, evaluating goods/ services for the company by researching potential suppliers
- Comparing prices and quality
- Ensuring timely delivery

Customer Service Engineer III & IV Gakken Philippines Inc. 2017-2022


- Maintains and builds rapport of company's existing clients
- Conducts monthly preventive maintenance service
- Achieves monthly sales quota Resolves concerns of assigned clients and provides proper assessment and troubleshooting



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SKILLS

- Programming: JavaScript, TypeScript, SQL
- Frameworks/libraries: React, Node.js, Express, Next.js, Tailwind CSS
- Tools: VS Code, Git, GitHub, ahrefs, monday.com
- Databases: PostgreSQL, MongoDB

SOFT SKILLS

- Quick to learn
- Team Player
- Commitment
- Time Management
- Communication
- Multi-tasking

Field Service Engineer II

Gakken Philippines Inc. 2016-2017

- Conducts monthly preventive maintenance service of within Davao City and out of town existing clients of their equipment Repairs defective units of clients
- provides quotation and recommendations for the unit to the clients
- Trains clients for newly installed unit Addresses concerns raised by clients by providing initial solution (phone calls & field work)

In-House Service Engineer I & II & Management Information System (MIS)

Gakken Philippines Inc. 2014-2016

- Maintains back-up units of duplicator
- Conducts quality control of brand new units
- Conducts assessment of pulled-out units and provides quotation for repairs Assists in presentation and demo of equipment to interested clients
- Maintains company equipment (hardware and software parts) Introduces new technologies to company and conducts training as to usage

EDUCATIONAL HISTORY

STI College (Davao)

Bachelor of Science in Computer Engineering | 2013