

RINIER Dapugo

Experience

Northern Summit Life Insurance Agency Inc.
March - June 2022

Job Position

ASSOCIATE GRAPHIC DESIGNER INTERN / WEB DEVELOPER TEAM LEADER

- Build prototype board for flat panel display
- Designed and develop user-friendly website.
- Working as a team leader in developing website
- Create social media graphic for daily postings
- Manage social media account

Research Community Extension - Global Reciprocal Colleges
March - June 2022

Job Position

PART-TIME FRONT END DEVELOPER

- Designed web-based system for students concern of Office of Student Affairs.

Northgate Technologies, Inc
Aug 2022 - Feb 2023

Job Position

HELPDESK

- Assisted customers having hardware, software and networking issue
- Responded to client questions, including billing, technical concern and field service requests.
- Created service orders to replace defective parts or request technician assistance
- Performed proactive monitoring for a high priority issue
- Provide enhance customer service to satisfaction via phone, email, viber and remotely using Anydesk software
- Identify, define and accurate document all detected/reported problem and discrepancies.
- Used diagnostic/Analytical skills to evaluate and resolve client problem.
- Collaborate with service partner/service center to provide assistance to client
- Coordinate to other team within the organization to resolve specific problem.

Education

2018 - 2022

*Global Reciprocal
Colleges*

**Bachelor of Science in Information
Technology**

Capstone Title: "Web-based Barangay Services
System for Barangay 143, Bagong Barrio, Zone
13 District I, Caloocan City"

Seminar / Webinar Attended

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|----------------|--|
| March 12, 2022 | Ethical Hacking (pt2, pt3 and pt4)- Upskill IT Workshop |
| March 18, 2022 | Web Development Using Wordpress - DICT Luzon Regional Cluster 2 Tech4ED Program |
| March 18, 2022 | Learn how to reinvent yourself for success - Designing 101 |
| March 18, 2022 | Foundation of Graphic Design - article & design |
| March 19, 2022 | Hosting Static Website on a Cloud Storage - PWA Pilipinas |
| March 24, 2022 | Internet of Things - ALPHA |
| March 25, 2022 | Artificial Intelligence - ALPHA |
| March 25, 2022 | Computer Networking - ALPHA |
| March 25, 2022 | Blockchain - ALPHA |
| March 25, 2022 | Cybersecurity- ALPHA |
| April 06, 2022 | Animation as a side hustle in the new normal: Careers and degree in Animation - DICT region IV-A |



About Me

I am an IT graduate with 6 months of experience in Helpdesk seeking a position that will allow me to use my Bachelor's Degree, practical experience, strong interpersonal skills, and eagerness to contribute to a quality company. Moreover, I want to work in a professional and dynamic environment to use the lessons I learned in college to advance and develop my career.

Technical Skills

Programming Languages: PHP, Visual Basic, JavaScript
Database Management: XAMPP, PhpMyAdmin
Web Development: HTML, CSS, SASS, BOOTSTRAP
Software Application: Figma, Canva, Microsoft Office, Visual Studio, Android Studio, Adobe Photoshop, Adobe Premiere, Anydesk, Windows

Contact

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