

JED LYNDON D. SALANGUIT

✉ jedsalanguit.dev@gmail.com ☎ +639159573271 📍 Rizal, Philippines 👤 linkedin.com/in/jed-salanguit
🌐 <https://jed-salanguit-portfolio.vercel.app/> 📄 github.com/jedsalanguit

SUMMARY

Customer support professional with 6+ years of experience delivering clear, empathetic, and efficient service via chat and email. Transitioning into tech and admin roles with hands-on experience in WordPress, CRM (VTiger), cPanel, and IT system maintenance. Skilled at troubleshooting, managing projects, and improving workflows to support business operations.

EXPERIENCE

Customer Agent Support, Concentrix

2019-09-20 - Present

- Provided timely and professional customer support via chat and email, handling inquiries, complaints, and account-related concerns
- Resolved customer issues efficiently by identifying root causes and offering clear, accurate solutions
- Maintained a calm, empathetic, and customer-first approach, even in high-volume or escalated situations
- Followed company policies, workflows, and SLAs to ensure consistent service quality
- Collaborated with internal teams to escalate and resolve complex issues when needed
- Maintained high customer satisfaction by delivering clear communication and prompt follow-ups

Senior IT Officer - Part Time, Business Center for Global Filipinos

2023-08-14 - 2025-09-30

- Designed, developed, and maintained company websites using WordPress, ensuring clean layout, functionality, and usability
- Monitored and maintained high website performance, uptime, and overall quality
- Updated website content, plugins, and themes to keep sites secure and up to date
- Identified, troubleshooted, and fixed website bugs and technical issues
- Wrote, edited, and published website content to ensure accuracy and consistency
- Edited and optimized images and videos for web performance and visual quality
- Assigned and coordinated technical tasks for IT staff and OJTs, ensuring timely completion
- Maintained and managed the CRM system (VTiger), including form integrations and data organization
- Managed cPanel tasks such as domain settings, email accounts, databases, and backups
- Tracked, organized, and reported IT-related expenses for the company

Online Researcher, Yoorekka

2019-02-08 - 2019-06-11

- Researched physical stores and local businesses to gather accurate business information
- Registered and updated business listings on Yoorekka.com, ensuring data accuracy and completeness
- Verified store details such as location, services, operating hours, and contact information
- Attended fairs and industry events to discover new businesses and potential partners
- Collected and documented business data for internal records and platform use
- Coordinated with store owners or representatives to confirm listing details when needed

Freelance Software Developer, DHL Global Forwarding Qatar

2017-09-27 - 2019-08-09

- Fixed bugs and resolved system errors in the cashiering system to ensure smooth daily operations
- Maintained, updated, and corrected database issues to ensure data accuracy and system stability
- Improved and enhanced existing cashiering system features for better performance and usability
- Designed and developed a cashiering system based on client requirements and business workflows
- Collaborated with clients to gather requirements and implement system enhancements
- Generated reports using Crystal Reports for transaction tracking and financial summaries
- Managed and maintained system data using MS Access database

Outbound Call Center Sales Agent, Bluebean Inc.

2016-09-12 - 2017-03-11

- Promoted Globe Postpaid Plans and Postpaid Pocket WiFi plans to customers
- Assisted customers throughout the postpaid plan application process
- Explained plan features, pricing, and requirements clearly to help customers choose suitable options
- Addressed customer questions and concerns to ensure a smooth application experience
- Verified customer information and completed required documentation accurately
- Maintained a professional, friendly, and customer-focused approach during all interactions

Sales/IT Staff, ZOE Resources Management & Marketing Specialist Inc.

2016-04-04 - 2016-07-15

IT Department

- Maintained high-quality performance, functionality, and availability of the company website
- Updated website content, pages, and features to ensure accuracy and relevance
- Identified and resolved code-related issues and website errors
- Wrote, edited, and published website content following company standards
- Edited and optimized images and videos for web and marketing use
- Installed, configured, and maintained software applications as needed

Sales Department

- Promoted resorts and hotels through various social media platforms
- Responded promptly to client inquiries via email and phone
- Prepared and sent proposals to companies for upcoming events and bookings
- Issued confirmation vouchers and booking details to clients
- Maintained clear and professional communication with clients to ensure satisfaction
- Coordinated with internal teams to support sales and event-related requirements

PROJECTS**DHL Qatar Cashiering System**

2017-09-27 - 2018-07-13

- Designed and developed a cashiering system to manage billing and payment transactions for DHL Qatar
- Implemented features to record, process, and track daily cashiering activities accurately
- Fixed system bugs and optimized application performance for reliable daily use
- Maintained the database to ensure data integrity and secure recordkeeping
- Generated financial and transaction reports using Crystal Reports based on operational requirements

Technologies Used: VB.Net, MS Access, Crystal Reports

EDUCATION

Bachelor of Science in Information Technology

2015-05-15

College of Arts and Sciences of Asia and the Pacific

SKILLS

HTML5

JavaScript

MySQL

WordPress

Next.js

CSS3

TypeScript

Python

Excel

cPanel Management

Tailwind CSS

React

Adobe Photoshop

Adobe After Effects

VB.NET