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Jed Lyndon D. Salanguit

SKILLS

HTML, CSS, Javascript, Wordpress, NextJS, Cpanel Management, Python, MySQL, VB.Net, Canva, Adobe Photoshop, Adobe After Effects

EDUCATION

College of Arts and Sciences of Asia and the Pacific, Taytay, Rizal — *Bachelor of Science in Information Technology*

June 2011 - May 2015

Child Jesus of Prague School, Binangonan, Rizal — *High School*

June 2007 - April 2011

Binangonan Elementary School, Binangonan, Rizal — *Primary*

June 1999 - March 2007

EXPERIENCE

Concentrix, Quezon City — *Email/Chat Support*

September 2019 - PRESENT

- Customer Support via Chat/Email (Tier 1 support)
- Artist Support via Chat/Email (Tier 2 support)

Business Center for Global Filipinos, Pasig City — *Senior IT Officer (Part-Time Remote)*

August 2023 - June 2025

- Creating website using Wordpress
- Maintaining high quality performance of a website
- Updating website
- Fixing bugs
- Writing and editing contents of a website
- Editing pictures and videos
- Provide tasks to the IT staff and OJTs
- Maintenance of CRM system - Vtiger
- Cpanel Management
- Organizing the IT expenses for the company

Yoorekka, Binangonan, Rizal — *Online Researcher*

February 2019 - June 2019

- Research a physical store and register it to the website (https://yoorekka.com/)
- Aenean ac interdum nisi. Sed in consequat mi.
- Join fair events to discover new business and stores

DHL Global Forwarding Qatar, Doha, Qatar — *Remote System Support*

July 2018 - August 2019

- Fix Bugs and Errors of Cashiering System Software
- Maintain and Fix Errors in Database
- Improve / Develop Cashiering System

Freelance VB.Net Developer — *DHL Qatar Cashiering System*

September 2017 - July 2018

- Develop a Cashiering System based on client's requirements
- Stack: VB.Net, MS Office Access(Database and Crystal Report

Bluebean Inc., Taytay, Rizal — *Outbound Call Center Agent*

September 2016 - March 2017

- Promoting Globe Postpaid Plans / Postpaid Pocket Wifi Plan
- Assist customer in their Postpaid Plan Application

ZOE Resources Management & Marketing Specialist Inc., Pasig City — *Sales/IT Staff*

April 2016 - July 2016

IT Department

- Maintaining high quality performance of a website
- Updating website
- Solving code problems in website
- Writing and editing contents of a website
- Editing pictures and videos
- Installing applications

Sales Department

- Promoting resorts and hotels through social media sites
- Sending initial response to the clients' inquiry
- Sending proposals to companies for their upcoming events through email.
- Sending Confirmation Voucher to clients
- Communicating with the clients through phones and emails