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Jed Lyndon Dela Cruz-Salanguit

Objective

Pursue to work for an organization which provides me the opportunity to improve my skills and knowledge to grow along with the organization objective.

Highlights of Qualifications

- Dean's Lister 2nd Sem A.Y. 2011-2012 with an average of 1.7
- Won 2nd place in 3rd IT WIZ Annual Quiz Bee Competition 2012 of Mayor Joric Gacula of Taytay Rizal
- Graduated in Bachelor of Science in Information Technology. Programmer of the Year A.Y. 2014-2015
- Responsible and Highly Motivated

Work Experience

Senior IT Officer (Part-Time Remote)

Business Center for Global Filipinos
Ortigas, Pasig City, Manila
August 2023 – Present

Job Responsibilities:

➤ IT Responsibilities

- 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
- Maintenance of Backend
- Security of web server
- Security of websites
- Maintenance of internal tools of the Staff
- Organizing the IT expenses for the company
- Creating QR codes for website/tools destination (using Python)

Email/Chat Support

Concentrix

Quezon City, Manila

September 2019 – Present

Job Responsibilities:

➤ **Spotify Account**

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

Online Researcher

Yoorekka

Binangonan, Rizal

February 2019 – June 2019

Job Responsibilities:

➤ **Researcher**

- Research a physical store and register it to the website (<https://yoorekka.com/>)
- Join fair events to discover new business and stores

Remote System Support

DHL Global Forwarding Qatar

Doha, Qatar

July 2018 – August 2019

Job Responsibilities:

➤ **Cashiering System Support**

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

Freelance VB.Net Developer

September 2017– Present

Projects:

➤ **DHL Global Forwarding Cashiering System**

- Doha, Qatar
- Finished Project – July 2018
- Created using VB.Net and MS Office Access (Database)

Outbound Call Center Agent

Bluebean Inc.

Taytay, Rizal

September 2016– March 2017

Job Responsibilities:

➤ **Globe Account**

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

Sales/It Staff

ZOE Resources Management & Marketing Specialist Inc.

Ortigas, Pasig City

April 2016– July 2016

Job Responsibilities:

➤ **I.T 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/Marketing**

- 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

Education	Bachelor of Science in Information Technology Graduated: May 2015	College of Arts and Sciences of Asia and the Pacific	Taytay, Rizal
	High School Graduated: April 2011	Child Jesus of Prague School	Binangonan, Rizal
	Primary Graduated: March 2007	Binangonan Elementary School	Binangonan, Rizal

Skills & Interests

Computer:

Familiar in MS Office – MS Word, MS Excel, MS PowerPoint, MS Access
Knowledge in Programming Language like C++, Visual Basic, Web Programming, WordPress
Capable of editing pictures, files and presentation in Adobe Photoshop and Adobe After Effects
Technical skills can Assemble and disassemble a Computer, Basic Troubleshooting, Cabling

Personal Profile

Born in Binangonan, Rizal on the 29th of November 1994. Age 29. A Filipino citizen. Single. Roman Catholic. I Speak English and Tagalog.

Character Reference

➤ **Arnold Cruz**

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➤ **Gerald Barrameda**

Team Leader
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