



CUSTOMER SERVICE REPRESENTATIVE

# JOHN MARC BALBADA

To obtain a challenging position in BPO Industry, leveraging my extensive experience and exceptional customer service skills to ensure client satisfaction, resolve issues efficiently, and contribute to the overall success of the team.



+639608038044



jmarcbalbada@gmail.com



Nivel Hills Lahug, Cebu City

## EXPERIENCE

### EPERFORMAX | 2023

#### CUSTOMER SERVICE REPRESENTATIVE

- Assist customers in tracking their shipments, ensuring accurate updates and timely resolution.
- Provide support to customers in filing rider complaints, ensuring a smooth reporting process.

### TASKSEVERYDAY | 2023

#### TECHNICAL SUPPORT REPRESENTATIVE - BLINK

- Assisted customers with device onboarding and troubleshooting, achieving a 95% satisfaction rate.
- Managed RMA requests for damaged devices, ensuring timely resolution and clear communication with customers.

### OFFICEPARTNERS360 | 2021

#### DATA ANALYST

- Conducts research on industrial companies to identify potential clients for product and service promotion, primarily working in a back office environment.
- Generates leads by targeting potential clients and promoting products and services through targeted sales efforts.

## EDUCATION

### CEBU INSTITUTE OF TECHNOLOGY 2020 - 2022

#### BACHELOR OF SCIENCE IN COMPUTER SCIENCE

- Skilled in programming languages such as C, C++, and Java.
- Possesses knowledge of web development technologies such as HTML, CSS, and JavaScript.
- Experienced in designing user interfaces and user experiences (UI/UX).

### APAS NATIONAL HIGH SCHOOL | 2014 - 2020

#### SCIENCE, TECHNOLOGY, ENGINEERING, MATHEMATICS

- Placed 1st in the English category at the 2019 Campus Journalism DSPC held at Cebu City National Science High School Gym.
- Received recognition as the Best in Photography for Media and Information Literacy in 2019.
- Graduated with honors.

## TECHNICAL SKILLS

- Adobe Photoshop
- Premiere Pro
- Canva
- Microsoft Office
- Google Products
- Slack

## SKILLS

- Problem Solving
- Analytical Skills
- Sales Skills
- Customer Service
- Effective Communication

## REFERENCES

### EWI SARMIENTO VALDEZ

Subject Matter Expert (SME)

Qualfon Philippines

+63 947-257-4214

### RICKYLE ORIGENES

Subject Matter Expert (SME)

rickyleorigenes@gmail.com

09491997990 / 09626953967

### KAYE CASSANDRA BELDEROL

Software Developer

Lexmark

+63 939-631-5837

# JOHN MARC BALBADA

## FULL-STACK DEVELOPER

Sitio Fatima Nivel Hills Lahug, Cebu City | jmarcbalbada@gmail.com | +63 960 803 8044

### SUMMARY

Seeking a junior-level full-stack developer role where I can leverage my technical skills, passion for coding, and quick learning ability to contribute to the creation of scalable web applications. With hands-on experience as a lead developer in academic projects, I'm eager to enhance development processes and deliver impactful solutions.

### PROFESSIONAL EXPERIENCE

- Talleco JobTarget PH | Software Developer InternJuly 2024 - Present
  - Developed ETL data pipelines and ensured accurate job imports.
  - Investigated and resolved bugs to enhance system reliability.
  - Tested API endpoints to maintain system integrity.
- Wind's Gate Philippines | Software Developer | Monitoring EngineerMarch 2024 - June 2024
  - Monitored software performance and identified potential issues.
  - Reported and escalated system bugs to ensure timely resolution.
  - Tested API endpoints and ensured the system operated smoothly.

### PROJECTS

- TechnoDynamicV2 | Lead Developer | Full-stack Developer2024

Cebu Institute of Technology — University - Software Engineering Project

  - Led the development efforts for Technodynamic V2, overseeing the creation of a comprehensive Learning Management System (LMS) tailored for the Technopreneurship subject.
  - Utilized Django, React, PostgreSQL, and Docker technologies to seamlessly integrate advanced AI functionalities, empowering the platform to aggregate student FAQs, pinpoint areas for teacher content refinement, and provide actionable insights for continuous improvement.
- Code Interpreter | Software Developer2024

Cebu Institute of Technology — University - Programming Languages Project

  - Contributed to the development of a Java-based code interpreter, applying principles from Formal Languages in Computing Theory for optimal performance.
- Jungle Guardians | Software Developer2024

Cebu Institute of Technology — University - Intelligent Systems / Artificial Intelligence Project

  - Played a key role in the development of an AI-driven animal classifier web application, actively contributing to its creation and deployment using Streamlit.
- Laundiri | Lead Developer | Android Developer2024

Cebu Institute of Technology — University

  - Spearheaded the development of the Laundiri application as the Lead Android Developer, conducting comprehensive code reviews and enforcing stringent quality assurance protocols.

### EDUCATION

- Bachelor of Science in Computer ScienceAug 2020 - Present

Cebu Institute of Technology — University

  - Specializes in Software Engineering, and Machine Learning.

### ADDITIONAL INFORMATION

- Languages:** C# ASP.NET, MERN, Java, Springboot, HTML, CSS, JavaScript, ReactJS, TypeScript, Python, Django, Next, OpenAI, PostgreSQL, MSSQL, MongoDB, MySQL, SQLite, C, C++
- Certifications:** TopCIT Level II, Java Certified by Sololearn