JOHN CHRISTOPHER SALVADOR

Software Developer

Results-driven Software Developer with over 10 years of experience in web and desktop application development. Specializes in CRM applications, real-time data processing, report generation, and dashboard creation. Adept at integrating APIs and communication tools into business processes. Quick to adapt to new technologies and programming languages as required.

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WORK EXPERIENCE

Senior Software Developer
SLASHDOTPH – Ortigas, Pasig City | 2015 - Present

- Developed real-time solutions that caters multiple client needs to better assist their subscribers
  - Developed and implemented dashboard applications for real-time statistical data monitoring
  - Developed real-time engines to ensure up-to-date information in CRM and dashboard applications.
  - Developed Chat system for subscriber to client communications
  - Integrated API webhooks into CRM applications for real-time communication and support (e.g., Facebook, Twitter, LINE, WhatsApp).
- Developed Asterisk (PBX) integrated tools and solutions to cater BPO related clients
  - Developed SIP Based applications enabling clients to connect to PBX systems for calls.
  - Developed WebRTC-based tools for browser-based PBX connectivity.
- Developed a solution that enables API webhook integrations to multiple clients to provide real-time client communications and support.
  - Nonvoice System
    - Social Media Management tools that can receive and reply to customers inquiry, also with the purpose of quantifying customer service representatives productivity
    - Email / SMS tools that can receive and reply to customers inquiry, also with the purpose of quantifying customer service representatives productivity
- Developed Report Generation tools that caters our clients need for their day to day agent productivity, quantifying handled transactions based on platforms to better assess their agents performances

Junior Programmer
Pacifichub Corporation– Mandaluyong City | 2013 - 2015

- Maintained and modified current ticketing application that the company uses
  - Fixed data entries that causes some discrepancies in the data generation of the tickets
  - Created additional tool to better assist the ticket administrator in managing the ticket assignments to different departments
- Maintained and modified current web-based dashboard that the company uses
  - Fixed incorrect computations for agent's productivity
  - Created additional tools to make the dashboard more dynamic and database driven
- Maintained and modified current CRM applications that the company uses
  - Customized the current CRM to fit the fields for new clients.
- Maintained and modified current data monitoring applications that the company uses
  - Customized the current application to fit the details for new clients

TECHNICAL SKILLS

Web Development
- PHP (Codeigniter, Laravel)
- NodeJS (Socket.IO, ExpressJS)
- ReactJS (NextJs)
- Svelte (SvelteKit)
- Javascript (Typescript, jQuery)

Front-End Design
- CSS3 (Bootstrap, TailwindCSS)
- HTML5

Desktop Application Development
- VB.Net
- VB6
- C#

Knowledgeable in Linux OS (RHEL, CentOS, Springdale, Ubuntu)

EDUCATION

Technological Institute of the Philippines

Bachelor of Science in Information Technology
2008 – 2013