Joven Balgos

I am dedicated to advancing innovations that improve efficiency and streamline procedures. I have a strong attention to detail and an enthusiasm for new ideas. By utilizing a blend of technical expertise, analytical skill, and strategic thinking, I aim to produce results that have a lasting influence and help companies succeed. I'm looking for a chance to work in the web development sector. I am a quick learner who is prepared to pick up the abilities required for the position through training. I have no doubt that your business will greatly profit from my skills and abilities.

Contact

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Education

Bachelors of Science:
Information Technology
Adamson University 2017

Certifications

- WalkMe Builder Certified Level 1
- Google Certified Educator Level 1

Skills

- Administrative Operations
- Automated Systems Management
- Research and Development
- Process Improvement
- Web Development (HTML,CSS,JAVASCRIPT)

Language

- **Filipino**
- **English**

Experience

QBE Insurance Company
October 2023 - June 2024

Leadership and Learning Global Operations Specialist (WalkMe Builder)

- Design user-friendly WalkMe Guidance within Workday System. Focus on optimizing workflows, processes to improve user experience and satisfaction.
- Proficient in building and conduct testing using WalkMe editor.
- Provides test scripts for UAT testing.
- Conduct research on ways how to maximize the use of WalkMe to user request.
- Suggest and propose ways on how to address client requests.
- Focus on providing WalkMe guidance on Workday (Automation)
- Proficient in using/implementing HTML, CSS, and JQUERY on builds to deliver a unique and advance outputs in terms of WalkMe Builds.

Phoenix Publishing House
July 2017 - March 2023

Operations Unit Head

- Troubleshooting client's logistical and technical issues
- Conduct meetings with clients for quality assurance
- Provide reports for the status of clients to management
- Monitors project developments and school project session content materials
- Develop and deliver new competency-based projects to clients

Program and Content Supervisor

- Monitor Staff Project Developments and School Project Sessions
- Monitor and Develop New Competency Based Projects
- Research new ways to develop Coding Resources based on trends in educational technology and computer science and coding

Coding Instructor

- Teach unplugged and coding activities maximizing features of microcontrollers to develop computational thinking
- Work cooperatively with clients in developing relevant activities for students
- Conduct researches to develop and provide new resources based on trend of educational technology and coding

Research and Development Specialist

- Test microcontrollers (Arduino, Micro: bit, Raspberry Pi, and others)
- Pioneered the development of the country's first coding education program integrated into the school curriculum
- Conduct researches to develop and provide new resources based on trend of educational technology and coding
- Develop coding materials using microcontrollers (C++, Python, and Block-based programs)

Integration Support

- Assists teachers on how to use our Learning Management System to develop an instructional material to be used in the classroom
- Creating various types of content in a Moodle-based LMS
- Responsible for the maintenance, configuration, and reliable operation of tablet computers and network servers