

# JOVEN BALGOS

LMS Administrator

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## ABOUT ME

A results-driven IT professional with six years of LMS experience, progressing from Technical Support to Unit Head of Operations. I specialize in optimizing processes, improving product performance, and delivering innovative solutions that enhance operational efficiency and overall productivity.

## WORK EXPERIENCE

### **LMS Administrator** Didasko Online | 2024 - Present

Managed end-to-end Moodle and LMS operations, providing technical support to clients via call and email while ensuring timely resolution of system issues. Oversaw content deployment and delivery across client LMS platforms, maintained accurate client data using Zoho CRM, and researched and implemented system enhancements to improve overall LMS functionality and performance.

### **People Solutions Engineer (WalkMe)** QBE Group Shared Services Centre | 2023 - 2024

Designed, built, and delivered WalkMe guidance for Workday and ServiceNow to improve workflows, conducting testing and UAT while addressing client requirements through innovative solutions and advanced WalkMe builds using HTML, CSS, and jQuery.

### **Operations Unit Head** Phoenix Publishing House | 2022 - 2023

Provided technical and logistical support to clients, conducted quality assurance meetings, prepared management status reports, monitored project and session materials, and developed and delivered competency-based projects.

### **Program and Content Supervisor** Phoenix Publishing House | 2021 - 2022

Monitored staff and school project progress while developing competency-based projects and researching and creating coding resources aligned with emerging edtech and computer science trends.

### **Coding Facilitator** Phoenix Publishing House | 2019 - 2021

Taught coding and microcontroller activities to build computational thinking, collaborated with clients to design student-focused learning activities, and developed educational resources aligned with emerging edtech trends.

### **Research and Development Specialist** Phoenix Publishing House | 2018 - 2019

Developed the country's first school-integrated coding program, tested microcontrollers such as Arduino, Micro:bit, and Raspberry Pi, and designed innovative coding resources using C++, Python, and block-based programming aligned with emerging edtech trends.

### **Integration Support** Phoenix Publishing House | 2017 - 2018

Guided teachers in developing instructional materials, created diverse content in a Moodle-based LMS, and maintained and optimized tablets and network servers.

## SKILLS

- Technical Support
- Research and Development
- Process improvement
- Automation
- System Management
- Data Management