



# KAINDOY, ALEX B., JR.

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<https://github.com/jralexa>

Motivated IT professional with hands-on experience in technical support, systems analysis, and process documentation. Possesses foundational programming knowledge in C++ and web development using Laravel, XAMPP, and MySQL. Committed to optimizing workflows, integrating systems, and delivering effective user-focused technical solutions.

## EDUCATION

### Bachelor Of Science In Information Technology

#### Major In Programming

Southern Leyte State University - Tomas Oppus, 2020

### Senior High School

Sounthern Leyte State University Maasin City Campus, 2018

## SKILLS

- IT Support & Customer Service
- Business Process Documentation & Data Analysis
- Oracle OHI / ORMB / Fusion
- PC Assembly & Configuration
- Programming & Web Development: C++, Laravel Framework, XAMPP, MySQL

## REFERENCES

Mr. Jose Agoyo Jr., SLSU Instructor,  
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jagoyo@southernleytestateu.edu.ph

## WORK EXPERIENCE

### Business Analyst (Staff Augmentation via Blackbox)

Learning and Development - Maxicare Health Corporation  
February 2025 - August 2025

- Supported Maxicare through a staff augmentation setup focused on Oracle Health Insurance (OHI) system documentation and process optimization.
- Analyzed business processes and workflows to identify improvement areas and enhance operational efficiency.
- Developed user reference guides and workflow documentation, improving clarity and consistency across teams.
- Collaborated with cross-functional stakeholders to gather and document technical and business requirements.
- Provided technical support and troubleshooting for OHI system users, resolving issues promptly.

### Sales Assistants

Star Appliances Center Inc- SM Dasmarinas

July - September 2024

- Delivered IT and electronics product support, advising customers on laptops, mobile devices, and accessories.
- Processed transactions accurately and maintained stock levels through proactive inventory management.
- Assisted customers with basic troubleshooting before and after purchase, ensuring satisfaction and product usability.

### SEO & CMS Intern

CDL Innovative IT Solutions - Bato Leyte

January - May 2024

- Assisted in SEO optimization efforts, improving search visibility through targeted keyword strategies.
- Managed and updated website content using WordPress and MyRealPage CMS.
- Monitored site performance with Google Search Console, identifying and resolving technical issues.
- Assembled PC units and performed basic system setups for internal and client use.