FELINO CALDERON III
SOFTWARE DEVELOPER
PROJECT MANAGER

📞 +63-960-278-6605
✉ junjhun.calderon.work@gmail.com
🏠 General Trias, Cavite, 4107, PH
💼 https://www.linkedin.com/in/felino-calderon-iii-615a64155/

PROFESSIONAL OVERVIEW

Technical Project Leader and **Full-Stack Expert** with **11 years of broad IT experience**. Over 4 dedicated years in the **Software Development Lifecycle**, specializing in application development, database management, and technical support. Proven ability to lead development teams, manage billable projects, and drive initiatives from conception to completion. Currently leveraging a Master's in Information System and certifications (**ITIL, Lean Six Sigma**) to guide technical strategy and process optimization for high-impact freelance roles.

ACADEMIC & ADVISORY LEADERSHIP

Part-time Project Advisor/Consultant (Volunteer)

Asia Pacific College | *August 2025 – Present*

- **Guided** and mentored students through the full project lifecycle of their capstone initiatives, ensuring adherence to modern development methodologies.
- **Served** as a panelist for capstone defense, providing expert feedback on project feasibility, technical execution, and strategic presentation.

WORK EXPERIENCE

Project Consultant (Head of Development)

Confidential & Co Mgmt, Holdings (Local Startup) | *March 2025 – Present*

- **Leads multiple projects concurrently** as the Project Consultant, providing high-level project management, facilitating developer support, and serving as the key client communication link for deliverables and status updates.
- **Holds the technical authority of 'Head of Development,'** ensuring all engineering efforts adhere to quality standards and strategic project vision.
- **Expanded firm capabilities** by designing, leading, and facilitating corporate training bootcamps for external clients (e.g., private shipping company).
- **Instructed Project-Based Learning (PBL) curriculum** covering **Java Fundamentals, Advanced Database Management (MySQL), and Frontend/Framework Development (React, HTML/CSS/JS)**.
- **Provided continuous mentorship** and performance feedback to developers and trainees via daily stand-ups and one-on-one sessions.

EDUCATION

Master in Information System
Asia Pacific College
2025-Present

Bachelor of Science in Information Technology
Major in Mobile and Internet
Asia Pacific College

CERTIFICATIONS

- ITIL® Foundation
  Aug 2020
- Lean Six Sigma - Yellow Belt
  Nov 2023
- Adobe Certified Professional – ColdFusion
  Oct 2022
- AI Fundamentals (IBM)
  May 2024

PROFESSIONAL LEARNING PORTFOLIO

- **Online Portfolio (GitHub Pages)**:
  https://junjhun.github.io/my-portfolio/
- **Online Learnings**
  Link:
  https://drive.google.com/drive/folders/1MDo4yizQxtVM9lhsGWW0GkTFVLkSR0ZF?usp=sharing

WORK EXPERIENCE

Applications Developer (ITO - Application Development and Support)

TELUS Digital Philippines | *October 2021 – July 2025*

- **Acted as the recognized 'One-Man Team' Project Prime** for a high-volume **Network Database Platform**, single-handedly managing its full lifecycle, database support, and change requests.
- **Spearheaded development and engineering efforts** across multiple mission-critical systems concurrently, including a **Financial Forecasting Platform (RPP)**, **Wireline systems**, and high-stakes network activation tools.
- **Consistently recognized as a Top Performer** and received **numerous monthly and quarterly commendations** for technical excellence, innovation, and leadership while serving as the primary Platform Prime.
- **Provided expert technical support** and engineering for high-traffic network platforms, including conducting performance/load testing and managing **network firewall requests**.
- **Mentored** interns and new developers (OJT) on complex enterprise communication platforms, following an initial role supporting the Enterprise Communication Platform (ECP).

Service Desk Analyst Agent (SPOC)

TELUS Digital Philippines | *February 2021 – October 2021*

- Served as the **Single Point of Contact (SPOC)** for internal IT Service Desk, troubleshooting and resolving issues across hardware, software, and network domains.
- **Managed** and prioritized incidents using **ITIL (ITSM)** practices within the Smart-IT (BMC Remedy) ticketing system, supporting over **30 internal applications**.
- Received multiple performance commendations and a top performer award for efficiency and service quality during this short tenure.

BPO Rep IV

TELUS Digital Philippines | *March 2016 – February 2021*

- **Managed Order Entry Support** for Multiple Dwelling Unit (MDU) customers and internal employees, ensuring accurate application of all promotions and discounts.
- **Collaborated** with Business Analyst (BA) primes to correct knowledge-based documentation and align promotion details, ensuring process integrity.
- **Mentored** and provided knowledge transfer to junior agents, consistently achieving top performance awards and client commendations for quality and service delivery.

SKILLS

Project Management & Process
- Agile, Scrum, ITIL, Lean Six Sigma, Incident Mgmt, Mentorship
- **Tools:** Jira, Trello, MS Planner, Smart-IT

Software Development
- **Back-end/Full-Stack:** Python, PHP, Java, ColdFusion, Ruby, Kotlin, Vanilla PHP
- **Front-end/UI:** HTML, CSS, JavaScript, ReactJS, Bootstrap, Tkinter
- **E-commerce/CMS:** WordPress, Shopify

Data & Infrastructure
- **Databases:** DML, DDL, MySQL, SQL, PostgreSQL, MS SQL, MariaDB
- **Cloud/Admin:** GCP, AWS, Salesforce, IP Assignment, Network Config, Firewall Requests
- **Data/AI:** AI Labeling/Annotation, VAD, Power BI, Data Analytics

ACHIEVEMENTS

- **Top Performer**
  TELUS Digital Philippines 2016-2025 (Consistent)

- **Client Commendations**
  TELUS Digital Philippines 2016-2025 (Consistent)

INDEPENDENT & CONTRACT ROLES

Freelance Developer | AI Annotator | Technical Administrator

Upwork | OLJ | Direct Clients | Alignerr | July 2017 – Present

- **Executed diverse contract roles** including Technical Support Representative (TSR), Virtual Administration (VA), and specialized Development work, showcasing extreme adaptability and skill variety.
- **Developed and managed** e-commerce and business solutions (Online Store, ERP, CRM, SCM) using **WordPress, Shopify, and Vanilla PHP** for small business clients.
- **Provided high-precision AI Annotation and Training** across various niches, including **Voice Activity Detection (VAD)**, technical writing, and coding support (PHP, SQL) for data preparation.
- **Delivered end-to-end VA support**, spanning data entry, customer service management via **ERP and CRM systems**, and general technical administration.

EARLY TECHNICAL SUPPORT HISTORY

Technical Support Representative Agent

Convergys | *September 2015 – February 2016*

- **Resolved complex L1 software and hardware issues** for Dell computers and laptops via inbound calls and email support.
- **Coordinated field technicians** and managed scheduling, ensuring timely resolution of hardware issues outside of remote support scope.
- **Mastered** technical troubleshooting under pressure, consistently exceeding key performance indicators (KPIs) for resolution time.

Technical Support Representative Agent

Teleperformance | *July 2014 – August 2015*

- **Provided comprehensive L1 technical support** for Epson printers via inbound calls and email, focusing on hardware and peripheral troubleshooting.
- **Achieved high customer satisfaction scores** by efficiently walking customers through troubleshooting steps for printer setup and resolution.

PUBLIC SPEAKING & ADVISORY

- **Resource Speaker, Career Talk**
  UST (April 2022)
- **Ethical AI & Crisis Management**
  APC (Aug 2025)