



Benedict Gio Illustrisimo

Software Development Intern

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EMPLOYMENT HISTORY

Jul 2023 — Nov 2023

Customer Experience Agent, Teleperformance — Cebu City

- Listened to individual complaints with an open mind and asked detailed questions to understand issues.
- Monitored customer satisfaction metrics, identified trends, and developed strategies to address areas of concern.

INTERNSHIP HISTORY

Jan 2025 — May 2025

Rococo Global Technologies – Cebu City

- Built a web-based enrollment system in ServiceNow to automate registration, course management, and scheduling.

EDUCATION

2022 — Present

Bachelor of Science in Computer Science, University of Cebu Lapu-Lapu & Mandaue — Mandaue City

- Coursework in **Data Structures & Algorithms, Relational Databases, Software Engineering, Compiler Design, Computer Organization, Assembly and Neural Networks.**
- Software Engineering project: **Gradiant (PWA)** – designing and building a progressive web app that streamlines grading, attendance, and performance analytics for educators.
- Built a **Restaurant CRUD Application** built in **C#/.NET** and **SQL** with **POS (Point-Of-Sale)** system to manage sales, inventory, and employees.
- **Developed a Bisaya (Cebuano) sentiment analysis model for Natural Language Processing** by scraping local news articles, preprocessing text, and training a classifier to detect positive and negative sentiment.

CERTIFICATION

DICT-ICTB02 Basic Level of Software Engineering

SKILLS AND INTERESTS

Languages: C, C#, Java, Python, JavaScript, TypeScript

Frameworks/Libraries: React, Next.js, Tailwind CSS, .NET

Databases: MySQL, SQLite, Supabase

Tools/Other: ServiceNow, GitHub, Machine Learning, Linux