KEVIN GANGOSO

Taguig City
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TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- MySQL
- Bootstrap
- PHP
- PowerPoint
- Excel
- Basic Network Troubleshooting

WORK EXPERIENCE

Conti's Specialty Foods Inc. INTERNSHIP   January 2024 - April 2024

Network
- Network Troubleshooting: Diagnosed and resolved internet connectivity issues, resulting in a 40% reduction in network downtime.
- CCTV Configuration: Tested and configured IP addresses for CCTV systems, improving setup efficiency by 40%.
- Network Monitoring: Developed a comprehensive map to monitor internet connectivity across 100+ store locations, enhancing overall network visibility and performance.

Web Development
- Payment Integration: Developed and managed payment systems for Conti's website using PHP, JavaScript, and HTML.
- Store-Specific Payments: Implemented separate payment solutions for 70+ Conti's stores.
- Store Code Display: Created and displayed unique codes for each Conti's store.

Teleperformance   September 2024 - January 2025

Operation Customer Expert I
- Provide exceptional customer service by addressing inquiries, resolving concerns, and assisting customers with order placement efficiently.
- Analyze customer concerns to identify optimal solutions, ensuring satisfaction and fostering positive relationships.
- Maintain a high level of professionalism while managing multiple customer interactions, ensuring timely resolution of issues and seamless order processing.

EDUCATION BACKGROUND

College   2020-2024

Taguig City University (BSIS) BACHELORS OF SCIENCE INFORMATION SYSTEM

PROJECT

GROCERY STORE WEBSITE | HTML, CSS, JAVASCRIPT, PHP, MYSQL, BOOTSTRAP
- Online Ordering System: Developed a user-friendly online ordering platform allowing customers to browse products, add items to their cart, and place orders seamlessly.
- Admin Management Panel: Designed and implemented an admin dashboard capable of comprehensively managing 60% of customer orders, tracking the store's total income, monitoring the total number of users and orders, and overseeing canceled orders, leading to a 30% increase in administrative efficiency.
- Dashboard Analytics: Created a comprehensive dashboard for real-time monitoring of store performance, including metrics on total income, active users, total orders, and cancellations, resulting in a 80% improvement in data visibility and decision-making efficiency.
- Product and Order Management: Built functionalities enabling the admin to add and manage over 100+ products, update product information, and efficiently manage the status of customer orders, improving order processing speed by 40%.

CHARACTER REFERENCES

Mary Cris Mena

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Glacier Integrated Logistics Inc.
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Jerry Mangaoang

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