

Lance Benedictos

647.898.5203 | LanceBenedictos@gmail.com | Mississauga, ON | lancebenedictos.dev

Summary of Qualifications

- Proficient in creating fullstack web applications by using **NodeJS, Express, React** and **MongoDB**
- Experienced in working in a fast paced environment with a focus on delivering excellent customer service while maintaining high level of accuracy and attention to detail
- Ability to establish strong rapport with team and act as a support person when needed, focused on actively listening to solve any team challenges
- Highly creative and resourceful when troubleshooting unique software development applications
- Strong verbal and written communication skills in English; Fluent in Filipino
- Proactively find ways to enhance the customer experience

Technical Skills

Project Management: *Agile, Waterfall, Scrum, Gantt Charts, Pair Programming*

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

Frameworks: *ReactJS, NodeJS*

Other: *Figma, ExpressJS, Firebase, SQL, MongoDB, CSS, TailwindCSS*

Education & Certifications

Google IT Professional Certification

Dec 2020

Junior IT Analyst Program

Sept-Dec 2020

NPower Canada | Toronto, Ontario

14-week in-class training with hands-on experience including:

- Install, configure, and troubleshoot: hardware and software components
- Basics of virtualization, desktop imaging, and deployment
- Network services and Cloud Computing

Computer Programming

December 2023

Sheridan College | Brampton, Ontario

- Web Development using Java EE and PHP
- Networking and Security
- Cloud networks using AWS EC2
- Database using SQL and MongoDB

Awards

Seneca Hackathon 2nd Runner Up and Category winner

May 2023

Seneca College | Toronto, Ontario

Say-Hello

GPT-powered speech coach that would assist new English speakers with holding conversations through role

based conversations and providing feedback for each response.

- Demonstrated strong collaboration
- Developed a prototype using NextJS, OpenAI GPT API , Whisper API, and Google Cloud Speech API

Work Experience

Customer Service Representative

August 2023 - April 2024

D Light | Mississauga, Ontario

- Assisted customers with billing and queries
- Effectively communicated with co workers and customers
- Ensured great attention to detail while performing administrative duties, such as answering phones

Lab Assistant

October 2022 - April 2023

Bureau Veritas, | Mississauga, Ontario

- Provided support to lab technicians by timely providing the supplies needed
- Coordinated with co-workers to provide ample support
- Ensured that all duties are performed within the required timeframe