*Lance Benedictos*

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# *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 ProgrammingDecember 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**](https://say-hello-next.vercel.app/)

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