Marc Laurence P. Basilio

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📍 Taguig City, Philipines   🔳 maki0399.github.io/portfolio_website/

WORK EXPERIENCE

ADVOCACY TEAM / TIER 3 COLLECTION|
PROBE GROUP PHILIPPINES INC.

10/2022 - Present   *BGC, Taguig*

Tasks
- Providing assistance to customers who experienced financial difficulties in paying the phone/internet bills through chat or phone call.
- Work with Financial Counselors, State Trustees, and Social Workers that stand on behalf of the customers in debt.

CHAT SUPPORT/ COLLECTION PAYMENT SUPPORT TIER 1
PROBE GROUP PHILIPPINES INC.

10/2021 - 10/2022   *BGC, Taguig*

Tasks
- Responsible for collecting customers' payments and explaining their monthly phone bill.
- Assisting on how they could extend payment via payment extension or payment plan for their monthly phone bills.

CUSTOMER SERVICE REPRESENTATIVE
QUANTRICS ENTERPRISES INC.

09/2019 - 01/2020   *Naga City*

Tasks
- Responsible for assisting customers with their billing queries
- Answering technical problems about their mobile phone issues.

Internship at Department of Information and Communications Technology
Department of Information and Communications Technology (DICT)

04/2018 - 06/2018   *Legazpi City*

Achievements/Tasks
- Conducting seminars about computer literacy in some remote areas and helping to set up computer units that will use for the seminar
- Was assigned to apply some basic required functionality on a website using WordPress.

EDUCATION

Zuitt Web Developer Program
Main Course Package (MERN) - Full-stack Web Development

09/2023 - 01/2024

Bachelor of Science in Computer Science
Bicol University Polangui Campus

03/2015 - 04/2019

SKILLS

- Front End Web Development - HTML5, CSS3, Bootstrap, Wireframes and Mockups, Git and GitHub
- Back End Development - JavaScript, Node.js, Express.js, MongoDB, Postman, REST API
- Full Stack Development - React.js, JS DOM Manipulation, API Integration with Fetch, SDLC and Trello
- Proficient in Microsoft Office Suite
- Wordpress
- Knowledge in Photoshop

PERSONAL PROJECTS

Responsive Portfolio Website
- **Designed and developed a static responsive website using HTML5, CSS3, Bootstrap, and Git for version control, hosted on GitHub**

Back-end API
- **Designed and test backend APIs using Postman. Skilled in making, updating, and deleting tasks with JSON data. Learning about RESTful APIs and their connection to the front end.**

E-commerce responsive web app
- **Developed a React-based web application with API integration and responsive design, utilizing modern JavaScript techniques and DOM manipulation**

CERTIFICATES

Zuitt's Full Stack Course (09/2023 - 01/2024)
Designed fully functional Ecommerce Web Application using MongoDB, Express.js, React.js and Node.js

Zuitt's Back End Course. (10/2023 - 11/2023)
Completed Back End course using JavaScript, MongoDB, Node.js, Postman and Express.js

Zuitt's Front End Course (09/2023 - 10/2023)
Completed Front end course using Git, HTML, CSS, Bootstrap 4

Computer System Servicing (NCII) (08/2019)