



MARY JOYCE SANTOS

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OBJECTIVE

A motivated and detail-oriented Information Systems graduate with hands-on experience in web-based systems, visual marketing, and online customer engagement. Passionate about solving real-world problems through digital solutions and IT tools. Seeking to start a career in tech where I can apply my technical knowledge, creativity, and collaborative mindset in a professional setting.

EDUCATION

Bachelor of Science in Information Systems

2021 - 2025

Bulacan Polytechnic College

- Focus on design and implementation of ICT solutions, databases, and system analysis.
- Capstone Project: *The Development of a Web-Based Emergency Rescue and Aid System Utilizing Geospatial Referencing.*

DepED - Schools Division of Bulacan | 500 hours Internship

- Provided technical support for hardware and software issues in office workstations.
- Performed data encoding, database updates, and digital record management using MS Office and Google Workspace.

WORK EXPERIENCE

Service Crew | McDonald's : Golden Arches Development Corporation

2022 - 2025

- Operated POS systems accurately, handled cash transactions, and balanced registers.
- Provided excellent customer service in a fast-paced environment.
- Ensured accuracy and efficiency in handling data entries, digital orders, and inventory support.

GCO Or Guest Coordinator | MCGI Committee

2019 - 2024

- Keep accurate records of guest concerns, services provided, and any incidents.
- Take immediate action to resolve issues or escalate them to higher management if necessary.

Facebook Online Business | Freelance

2023 - 2025

- Developed skills in digital customer service, social media strategy, and basic analytics.
- Provided excellent customer service in a fast-paced environment.
- Created visual content (photos, videos, product layouts) using Canva and phone editing tools.

ADDITIONAL INFORMATION

TECHNICAL SKILLS

- **Programming:** Basic HTML/CSS, PHP, JavaScript familiar with web-based system development.
- **Systems:** POS Operations, Basic Database handling, Real-time Tracking Systems.
- **Tools:** Microsoft Excel, Word, PowerPoint, Google Workspace, Visual Studio Code, Canva, Capcut.
- **Marketing:** Visual branding, social media selling, customer messaging.
- **Soft Skills:** Fast learner, detail-oriented, good communicator, adaptable in dynamic environments.

TRAININGS

- Winning Customer Service Strategies, PUP Institute of Technology – 2 hrs.
- Career Empowerment Webinar, Navotas Polytechnic College
- **IRCITE 2025**, International Research Conference on Information Technology Education