



## Contact

### Phone

+6396-1464-8277

### Email

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### Address

Captain Flordelis Steet,  
Brgy. Eastern Poblacion,  
Hilongos, Leyte Philippines 6524

## Education

2015

**BS in Information Technology**  
Southern Leyte State University

2012

**Software Development**  
Leyte Academic Center

## Expertise

- Customer Service Support
- Technical Support
- Full Stack Development
- Software Quality Assurance / Gen VA
- Software Development
- Front-End Web Development

## Language

English

Tagalog

Visayan

# Gromyko Andrevich A. Urgel Jr

Equipped with over 7 years of solid experience as a Customer Service Representative / Technical Support in a Telecom, Healthcare and Publishing Companies and more than 3 years being an IT Professional. Adept in motivating myself and others. My special trait is being patient, enthusiastic and goal driven and success driven. I always have this motto that " there is no shortcut to success, one should work hard, live hard and earn hard" which inspires me to give my very best in every job .

## Work Experience

**March 2024 – December 2024**

Web Fuel Agency Ltd

### Full Stack Developer

- Develop and deploy new website projects in line with clients' requirements.
- Follow Client proposed UI/UX Designs.

**March 2022 – April , 2024**

Pinoy Pride Worldwide LLC

### IT Manager

- Develop and implemented new Tools and Software.
- Maintenance of Company's IT System, Servers and network functionality and scalability.
- Assist in developing and implementing IT strategies and Manage small team of IT Professionals.

**March 2021 – July 2022**

IQOR Philippines Inc

### Customer Service Representative

- Helping customer resolve their concern regarding adding new line of service, billing,phone troubleshooting, value upselling and retention.

**October 2019 – March 2021**

Sykes Asia Inc - Alabang Town Center

### Customer Service Representative

- Helping customer resolve their concern regarding adding new line of service, billing,phone troubleshooting, value upselling and retention.

**March 2018 – September 2019**

Author Solutions Philippines Inc.

### Finance AR - (Payment Central Representative)

- Job Description: Process AR billing and publishing package inquiries.
- Special Tasks : Re-create Business Tools, Administrative Tasks and Manage Support Teams to have a more seamless support experience and efficient tools to do so for making the job done.

## Technical IT Skills

### Tools

HERD, VS Code, PHP Storm, Docker,  
Git Version Control, Wordpress, Jira,  
Trello, Express Go

### Database Management

MySQL, MS Access, PostgreSQL

### Programming Languages

PHP, Java, HTML5, JSP, CSS3,  
Tailwind, JavaScript, Turbo C++, C#,  
Visual Basic, Kotlin, Vue.js,  
Node.js, Express, React.js, PHP  
Laravel.