



EDUCATION

Tarlac State University

Bachelor of Science in Information Technology Specialized in Web and Mobile Application

Honors: Cum Laude

August 2020 – July 2024

Tarlac City

Relevant coursework:

- **Web Development** – Built a fully functional e-commerce website.
- **Game Development** – Created a 2D mobile game using Unity for a capstone project.
- **UI/UX Design** – Developed interactive prototypes using Figma for various app concepts.

WORK EXPERIENCE

Freelance

Virtual Assistant | Front-end Developer

June 2023 – July 2025

Tarlac City

- Redeveloped front-end website for a mobile application company.
- Deigned visual content and managed post scheduling across multiple social media platforms.
- Researched and identified potential influencers for brand partnerships; coordinated product seeding to promote company offerings.

Foundever

Technical Support

September 16, 2024 – March 21, 2025

Tarlac City

- Provided timely, professional support via chat and phone to resolve customer concerns.
- Troubleshoot technical issues related to financial platforms, accounts, and transactions.
- Provided step-by-step solutions and clear instructions for customers to resolve their concerns.
- Escalated complex cases to higher-level support teams when necessary while ensuring a smooth handover.
- Documented all interactions accurately and ensured follow-ups for complete resolution.
- Contributed to consistently high customer satisfaction ratings.

Oikos Technologies

IT Intern, Academic Internship

March 2024 – May 2024

Quezon City

- Designed multiple flowcharts for multiple projects.
- Helped with the front-end development to make the projects' UI visually appealing.
- Contributed to the overall web development of an attendance system designed for an educational institution.

Kayukazee

IT Support, Work Immersion

October 2019 – November 2019

Tarlac City

- Delivered in-person IT support by resolving customer inquiries, providing clear technical solutions, and managing installation, configuration, and maintenance of hardware, software, and peripherals; performed regular system checks and promptly escalated complex issues.

SKILLS & INTERESTS

- **Technical Skills:** IT Troubleshooting & Support, Hardware & Peripheral Installation, Software Installation & Configuration, Network Setup & Maintenance, System Updates & Optimization, Data Backup & Recovery, Web Development (HTML, CSS, TypeScript, JavaScript, React, Tailwind, Vite), Social Media Management, Technical Documentation
- **Applications:** Visual Studio Code, Figma, Canva, Salesforce, QuickBooks, Microsoft Office Suite, Google Workspace, Slack, Trello, HeyOrca, Git/GitHub, Zoom, Remote Desktop Tools (TeamViewer, AnyDesk)

CERTIFICATIONS

- National Certificate II in Computer Systems Servicing 2020
- CISCO CCNAV7 - Introduction to networks
- CISCO CCNAv7: Switching, Routing, and Wireless Essentials
- Digital Literacy Training Excel Techniques for Data Analysis
- Introduction to IT Acquisition