JONATHAN ELDY ISIP-BALDIVICIO

Full-Stack Developer | Data, Quality, and Business Analyst | Embedded System Engineer

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PERSONAL BACKGROUND

My pseudonym is "Nathanne Isip," a 22-year-old male from Pasay City, Metro Manila; an experienced software engineer with a strong foundation in customer service and leadership experience.

CONTACTS

Website: https://nthnn.vercel.app   Email: nathanneisip@gmail.com   Phone Number: +63 962 343 9828

WORK EXPERIENCES

Concentrix Philippines, Sparks Mall, Cubao, Quezon City

Wireless Care Support Representative (Full-time)   AUGUST 2024 - NOW

- Provided excellent customer service to company clients, resolving inquiries and issues effciently.
- Assisted customers with technical support, billing, and account management, ensuring high satisfaction levels.
- Adhered to client-specific protocols, policy, and quality standards to maintain compliance and service excellence.

Software Quality Analyst (Internship)   MARCH 2025 - MAY 2025

- Internship entry-level role focused on software application quality that enhances the internal team experience.
- Participate in code reviews and agile meetings to improve technical skills and application performance.
- Work closely with senior developers, UX/UI designers, and stakeholders to refne features.

Virtual Assistance, Remote Job

Healthcare Administrative Assistant (Freelance)   JANUARY 2024 - MARCH 2024

- Managed patient scheduling for in-offce and telehealth appointments using electronic health record systems.
- Triaged incoming calls and secure patient messages, directing clinical inquiries with HIPAA compliance.
- Maintained and updated patient records, including demographics, appointment histories, and treatment notes.

Lawson Philippines, MET Live, Diosdado Macapagal Blvd, Pasay City

Store Operations Team Leader (Full-time)   SEPTEMBER 2023 - DECEMBER 2023

- Supervised daily store operations, ensuring smooth workfows and adherence to company standards.
- Trained and guided team members, fostering a collaborative and effcient work environment.
- Monitored inventory levels and coordinated restocking to maintain product availability and sales.

SKILLS

Languages	Java, PHP, Go, C#, C/C++, JavaScript, TypeScript, Python, GDScript, MySQL, and Rust
Frameworks	jQuery, Vite, Parcel, LLVM, Jest, ElectronJS, BabylonJS, Phaser, Bootstrap, Tailwind
Technologies	Git, GitHub CI/CD, Firebase, NodeJS, Docker, SQLite3, PlatformIO, Arduino, Doxygen
Tools	VS Code, Jupyter Notebook, Jira, Visual Studio, Android Studio IDE, IntelliJ
Operating Systems	Linux (Debian and Arch-based OSes), Windows (8, 10, & 11), MacOS

EDUCATION

Eulogio "Amang" Rodriguez Institute of Science & Technology   A.Y. 2021 - A.Y. 2025
Sampaloc, Manila — *Bachelor of Science in Computer Science*

STI College Pasay-EDSA   S.Y. 2019 – S.Y. 2020
San Rafael, Pasay City — *Mobile App Web Development, Senior High School*