

WARREN RAINER D FLORES

Full Stack Web Developer

+63 939-234-7499

<https://www.linkedin.com/in/rainer-f-gb009b115>

@rainerneno@gmail.com

City of Talisay, Cebu, Philippines



EDUCATION

Civil Engineering

Cebu Institute of Technology-University

11/2008-10/2013 Cebu City, Cebu, Philippines

GPA

3.73 / 5.0

Secondary School

Don Bosco Technology Center

06/2004-04/2008 Cebu City, Cebu, Philippines

Intermediate School

Don Bosco Technology Center

2004 Cebu City, Cebu, Philippines

Primary School

Don Bosco Technology Center

2002 Cebu City, Cebu, Philippines

Primary School

Colegio del Santo Nino

2000 Cebu City, Cebu, Philippines

EXPERIENCE

Full-Stack Web Development Bootcamp

CodeGo

01/18/2022-04/18/2022 Philippines

- Introduction to Development Tools for HTML & CSS (VSCode, Git, Prototypes Tools)
- Advanced HTML Concepts
- Responsive CSS
- SASS CSS Preprocessor
- Bootstrap Framework
- Data Structures and Algorithms
- Data Structures and Algorithms
- Object-Oriented JavaScript
- Web APIs
- Node.js
- ReactJS and Material UI
- RDBMS and MySQL
- PHP

FIND ME ONLINE



<https://github.com/rainerhamal>

Skype live:.cid.8992f637bf8637f

CERTIFICATES

Full Stack Web Development

Kodego
Apr 2022

150 Hour Advanced TEFL/TESOL Certificate

TEFL Universal
NOV 07 2021
Certificate Number: 2313

Python for Beginners

SoloLearn
MAY 06 2021
Credential ID 21676567-1157
Credential URL
<https://www.sololearn.com/certificates/course/en/21676567/1157/landscape/png>

Professional Diploma In English (IELTS Readiness)

Shaw Academy
FEB 21 2021

British Council EnglishScore 516 C1 Advanced

British Council
FEB 21 2021
Credential ID cb322af4

EF SET English Certificate

88/100 (C2 Proficient)
EF STANDARD ENGLISH TEST (EF SET)
FEB 08 2021
Credential URL <https://www.efset.org/cert/WL4adh>

Fundamentals of Construction Project Management

J3 Trainers and Consultants Inc
APR 2019
Credential ID J3-19-201-0830

Board of Civil Engineering

Professional Regulation Commission
DEC 11 2014

PC Technology

Cebu Institute of Technology-University
Aug 2008

SKILLS

HTML CSS JavaScript Bootstrap SASS

Webflow Figma GitHub ReactJS drawIO

Canva AutoCAD Python PC Technology

Microsoft Office Suite Nonverbal Ability

Clerical Ability Manual Dexterity Skills

Verbal and Reading Ability Scientific Ability

EXPERIENCE

Billing Representative

Continuum Global Solution

07/21/2021-10/28/2021 Cebu City, Cebu, Philippines

- Ability to navigate through multiple computer applications with speed and accuracy for a Verizon Account
- Provide customer care assistance to customers with general inquiries, plan, device, or billing issues on their wireless account.
- Soft selling on plan upgrades, adding of plan features, upgrading of devices, enrolling customers with device insurance, etc.
- Ability to accept and implement coaching and feedback in order to achieve individual and team performance goals.
- Maintain a high level of world class customer service/professionalism to a wide range of customers.
- Ability to read and interpret documents such as procedure manuals, work instructions and software manuals.
- Handle customer care questions and concerns via live web-based chat and/or phone calls.
- Identify, research, and resolve customer issues with the highest degree of courtesy and professionalism.
- Respond to customers with excellent written communication and grammar.

My Day at Work



- Inbound Calls
- Outbound Calls
- Meetings
- Coaching

EXPERIENCE

Project Site Engineer

Redviper Ventures and Development Corporation

04/2019-10/2019 Mandaue City, Cebu, Philippines

- Supervise with Bored Piling Activities.
- Managed and supervised around 20 workers on site.
- Coordinated with surveyor for correct placement of drilled holes.
- Maintain proper sequencing of boring activities in line with the projected arrival of the ready mixed concrete day and/or night.
- Monitored the numbers of manpower during a shift.
- Coordinated with the Ready Mixed Concrete Suppliers, Water Supplier, and with the Haulers.
- Quality Checked the rebar cages and the drilling depths.
- Monitor stock inventory of rebars.
- Assist project inspectors during testing of concrete samples.
- Attended meetings for weekly progress reports.
- Facilitated with the preparation of Piles for PDA testing, PIT testing, and CHL testing.

My Day at Work



- Supervise Bored Piling Activities
- Quality Check on Rebar Cages and Drilled Holes
- Monitor inventory on Materials
- Meetings and Reporting

LANGUAGES

English
Fluent/Bilingual

Filipino
Native

Cebuano
Native

Japanese
Beginner

Croatian
Beginner

REFERENCES

Jun Adrian Aporbo
Team Leader,
Client Operations (101), Verizon (1)
Cebu (CEBU)(Asia/Manila)
+639103735505

Jennifer Lipscomb
Project Manager, AssistRx
jennifer.lipscomb@assistrx.com
+1-816-877-5356

Beaver Ulgasan
Site Director
AMZ-AllStars
beaver@amzallstars.ph
+63-908-916-5125

Iris Lumontad
Nmc Al Ruwais Hospital-ADNOC
UAE, Abu Dhabi
irislmt@outlook.ph
+971-505-528-845

EXPERIENCE

Patient Care Coordinator and Intake Prep

Optum Global Solutions, Inc

09/2017-08/2018 Cebu City, Cebu, Philippines

- Ensured up to 100% patient billing was efficient and accurate.
- Answered incoming calls and resolving members' concerns regarding with their billings, insurance eligibility and claims, medical coverage, and the delivery of their medication/s.
- Made outbound calls to concerned clinics, hospitals, and insurance providers with regards to members' eligibility and claims, and coverage.
- Encoded data and information on insurances and medications for current and new members.
- Maintain smooth workflow of encoding members' data.
- Assist in team's work especially with regards to product knowledge and process.

My Day at Work



- Intake prep (Back Office Activities)
- Outbound Calls
- Inbound Calls
- Meetings, Reporting, Support

Technical Support Associate

VXI Global Solutions, LLC

11/2016-06/2017 Makati City, NCR, Philippines

- Worked for an AT & T account for their internet service.
- Answered incoming calls and resolving the customers' concerns internet service/s, billings, promos, and hardware setup.
- Made Outbound calls to update customers for their queries.
- Manually corrected customers' device settings.
- Dispatched onsite technician/s
- Coordinated with onsite technicians in setting up or correcting customers' service/s.
- Offered customers with services such as internet speed upgrades, internet cable, etc.
- Updated customers' service upgrades.
- Supported team with product knowledge and process.
- Trained for a team support role.

My Day at Work



- Inbound Calls
- Quality Assurance Check
- Mentoring
- Skills Development
- Outbound Calls

Sales Specialist/Customer Service

Representative

Cebu Globals Teleservices, Inc.

05/2010-10/2010 Cebu City, Cebu, Philippines

- Worked for a drop shipping supplements company
- Answered incoming calls and resolving customers' concerns and queries with regards to billing/s, product/s, delivery, and how to sign up.
- Send customers to billing department when correction for their payments were needed.
- Offered customers for rebates
- Offered customers' upgrades and promos.

My Day at Work



- Inbound Calls
- Quality Assurance Check
- Mentoring
- Skills Development