

# Renato Renssu Docil Jr.

## Systems Developer

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### SKILLS

**BACK END DEVELOPMENT** | Python • PHP  
**FRONT END DEVELOPMENT** | CSS • Javascript • Node.js  
**FRAMEWORKS** | python-telegram-bot

### EXPERIENCE

**Freelancer — Telegram Bot Developer / Technical Lead / Customer Service** | JULY 2022 - PRESENT

- Designed and developed custom Telegram automation bots for a variety of clients, meeting their specific needs and requirements.
- Led project teams, coordinating tasks and ensuring timely project delivery, resulting in satisfied clients and successful project outcomes.
- Provided exceptional customer service, promptly addressing inquiries, troubleshooting issues, and maintaining positive client relationships.
- Collaborated with clients to define project scopes, objectives, and deliverables, ensuring alignment with their business goals.

**Online Business – (Digital Products)** | JANUARY 2019 - PRESENT

- Sourced and curated a diverse range of premium products and game top-ups for resale, maintaining a competitive product catalog.
- Built and maintained strong customer relationships, addressing inquiries, processing orders, and ensuring customer satisfaction.
- Implemented pricing strategies and promotional campaigns to maximize profitability and sales volume.

**Convergys, Pasay City — Technical Support (Internship)**

| MARCH 2017 - JULY 2017

**Provided Comprehensive Technical Support:**

- Addressed client inquiries through phone, email, and chat, delivering prompt and effective technical assistance.
- Diagnosed and resolved software issues swiftly, minimizing client downtime.

**Hardware Maintenance and Recruitment Collaboration:**

- Conducted hardware repairs, including component replacements and upgrades.
- Collaborated closely with the recruitment department to facilitate the smooth onboarding of new clients.

### EDUCATION

**Far Eastern University, Cavite**

— Bachelor of Science in Information Technology

JUNE 2013 - MARCH 2018

### CERTIFICATES

- Free Coding BootCamp Google Development Student Club : Basic Web Development Workshop.
- The Complete 2023 Web Development BootCamp by Angela Yu.
- 100 Days of Code : The Complete Python Pro Bootcamp for 2023 by Angela Yu.

### PROJECTS

**Automated Bot for Digital Product Ordering and Subscription Management System.**

- Developed and deployed Telegram chatbots in Python for automated digital product ordering, streamlining the customer experience and increasing efficiency.
- Enhanced payment processing with a secure QR code-based verification system and ensured data accuracy through database design and maintenance. Implemented automated tasks, reducing manual efforts and improving system reliability, while providing responsive customer support for high client satisfaction.

**Sample Project Link:**

<https://youtu.be/7jUoDkxaU9U>

