

Regie Sapico

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PROFESSIONAL SUMMARY

Highly motivated and enthusiastic junior web developer with a great interest in coding and a certificate from Generation's rigorous web development boot camp. Proficient in front-end technologies including HTML, CSS, JavaScript, and Bootstrap. Strong collaboration and communication skills, and a drive to continuously learn and improve as a developer.

TECHNICAL SKILLS

- JavaScript
- HTML
- CSS
- Bootstrap
- React
- Git

EXPERIENCE

Generation Junior Web Developer Program | February 2023 - July 2023

- Participated in a 21-week, 350+ hour Junior Web Developer program that emphasizes hands-on practical application.
- Learning fundamentals of JavaScript, programming fundamentals, developer tools, git, and problem-solving.

iQor Philippines | Iloilo City, Philippines | August 2017 – March 2022

Workforce Management Analyst

- Headed and managed the creation of 16 different operational and client reports that are being sent hourly, daily, monthly, and annual.
- Created a Power BI report accessible to supervisors and managers visualizing significant KPIs. This helped managers save an average of 70% of time downloading and creating operational reports daily.
- Utilized workforce management software to schedule employees and monitor schedule adherence activities (IEX, NICE, Aspect, CUIC, Livevox, InContact, Avaya CMS)
- Developed and implemented workforce management strategies to optimize staffing levels and improve operational efficiency.

SPI CRM | Iloilo City, Philippines | June 2013 – August 2017

Workforce Management Analyst

- Established and maintained workforce management processes to ensure optimal staffing.
- Created and managed staffing schedules to ensure sufficient coverage for all channels and times of the day.
- Monitored and reported on key performance indicators (KPIs) related to workforce management.
- Collaborated with other departments to identify opportunities for process improvements.

EDUCATION

Aklan State University – Aklan, Philippines

- Bachelor of Science in Information Technology (*graduated 2011*)