Regie Sapico

(206) 249-6631 | regiesapico1607@gmail.com | Federal Way, Washington
linkedin.com/in/regiesapico

PROFESSIONAL SUMMARY

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

TECHNICAL SKILLS

W3Schools JavaScript Certification (in progress; expected date of completion 07/2023)

- JavaScript
- HTML
- CSS
- Bootstrap
- Unit Testing with Mocha
- Git

EXPERIENCE

Generation Junior Web Developer Program | February 2023 - July 2023
Training Participant (in progress)

- Participating 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 saved an average of 70% of time downloading and creating operational reports on a daily basis.
- 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 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*)