

# Randolf B. Saldonido

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## Skills Summary

### Programming and Web Development

- Front End Web Development: HTML5, CSS3, Bootstrap, Wireframes and Mockups, Git and GitHub, Vercel, Web design and responsiveness
- Back End Development: JavaScript, Node.js, Express.js, MongoDB, Postman, REST API / Backend API, AWS, Render
- Full Stack Development: React.js, JS DOM Manipulation, API Integration with Fetch, SDLC

## Education

### International Electronics and Technical Institute (IETI)

May 10, 2006 to May 17, 2011

Bachelor of Science in Information Technology

- Best Web Developer and Best Thesis Development Award

### Zuitt Tech Program

March 2025 to July 2025

Main Course Package (MERN)

- Full-stack Web Development

## Work Experience

### CGI Philippines — Service Consultant, Quality Assurance | March 28, 2022 to January 1, 2025

- Audited analyst communications and created action plans to reduce repeat errors by 90%.
- Generated weekly/monthly reports, optimized workflows for 7+ accounts which improved team efficiency by 70%.
- Automated reports using VBA; authored compliance manuals which improved team productivity by 80%.
- Awards: Shapeshifter, The Flash, GTO APEX

### Optum — Technical Support Analyst | February 28, 2020 to September 16, 2021

- Resolved software and user account issues via phone/chat within the Service Level Agreement (SLA)
- Handled ticket escalations and root cause reports .
- Awards: Leader of the Pack, Top 10 Performer

### EcoRenew Philippines Inc. — System Support Associate | February 26, 2019 to October 14, 2019

- Maintained and optimized [mazumamobile.com](https://mazumamobile.com) website performance to ensure 100% uptime.
- Configured Google Tag Manager along with Google Analytics to ensure 100% accuracy on user interface reports.
- Optimized workflows by collaborating with cross-functional teams and provided training for smooth deployment.

### Dann & Joan IT Services — Technical Services | January 16, 2018 to January 16, 2019

- Handled root-cause analysis for [bookingpal.com](https://www.bookingpal.com) by checking the logs , the source code, and database (MySQL) for any bugs.
- Coordinated with developers to prevent recurring instances.
- Resolved payment issues and updated both customers and stakeholders / property owners.

### Genpact Services LLC — Universal Coach / IT Analyst | May 24, 2014 to January 16, 2018

- Provided technical support: software and network troubleshooting, remote desktop, AD account update and resets.
- Trained new agents and implemented client processes as KB (knowledge base) articles.
- Monitored agent calls and delivered live guidance which reduced repeat errors by 90%.
- Awards: Top L1.5 Agent, Best in Attendance, Best VOC (Voice of Customer)

### Teleperformance — Technical Support Representative (US, AU, and NZ) | June 2011 to May 2014

- Troubleshoot consumer electronic products and arranged repair logistics.
- Managed customer complaints and escalations.
- Awards: Top Agent of the Year, Consistent KPI Performer

## Projects

### Static Portfolio

Project Title: [Personal Portfolio Website \(Capstone 1\)](#)

Role: Zuitt Student (Front-end Developer)

Description: Created a mobile-first personal portfolio website using HTML, CSS, and Bootstrap to showcase projects, skills, and professional achievements. The site is designed to be fully responsive, ensuring an optimal viewing experience across all devices.

### E-Commerce Platform Development

Project Title: [MERN E-Commerce Platform](#)

Role: Zuitt Student (Full-Stack Developer)

Description: Developed a full-featured e-commerce platform using the MERN stack (MongoDB, Express.js, React, Node.js). The platform includes essential functionalities to enhance user experience and streamline the management of online sales. Created and optimized multiple pages, ensuring seamless integration and high performance.

### Blog App

Project Title: [Scalable Blog Platform](#)

Role: Zuitt Student (Full-Stack Developer)

Description: Built and optimized a high-traffic blog platform. Used load balancing and advanced caching techniques to maintain fast load times and a smooth user experience. The platform offers real-time updates for blog posts and comments.

## Certifications

- ITIL v3
- Systems Application Product (SAP)
- CISCO (Exploration I to IV)
- TESDA Computer Programming NC IV
- Zuitt Prep Course Completion
- Zuitt Frontend Course Completion
- Zuitt Backend Course Completion
- Zuitt Fullstack Course Completion
- Full Stack Development Introduction
- Springboot, Java Full Stack Developer, and SQL Server fundamentals
- Azure Fundamentals

## Other Technical Proficiencies

- Microsoft Windows Operating Systems
- MS SQL Server Management Studio
- Microsoft Office
- Nopcommerce
- Workbench
- Windows Secure Copy (WinSCP)
- IDEs (Sublime Text and VS Code)
- SharePoint
- Trello
- Ticketing tools (ServiceNow, Zendesk, Jira)
- SAP
- Cisco AnyConnect (VPN)
- Cisco IP Communicator and Avaya One-X
- Active Directory
- Remote Desktop Connection and Bomgar (Remote Support)

## Qualifications

- Proficient in hardware and software troubleshooting.
- Strong interpersonal, planning and communication skills.
- Keen attention to detail despite multitasking under pressure and on minimal supervision.
- Passionate about achieving a challenging position or goal for the benefit of the company.
- Strong willingness to learn new techniques for a certain job position for continuous improvement.
- Demonstrates a high level of punctuality and reliability.