

Rupert James V. Lastimosa

A current web development bootcamp student capable of developing a full stack website from scratch. Professional strengths include strong written and verbal communication, problem solving, and persuasion gained from 2+ years of experience in the finance and accounting industry.

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EDUCATION

**Bachelor of Science in Business
Administration Major in Business Economics**
University of Santo Tomas

2014 - 2018

Web Development Bootcamp
Uplift Code Camp

10/2020 - 04/2021

Courses

- HTML, CSS, JS, MongoDB, Express, React, Node

WORK EXPERIENCE

Finance and Admin Analyst
IBM Business Services

09/2018 - Present

Achievements/Tasks

- Diagnoses and resolves medium to complex billing and procurement issues while maintaining full compliance with company policies
- Excels in asking probing questions, investigating and resolving problems, reconciling customer expectations with business goals, and influencing customer decisions
- Reduced the first-response time of cases to procurement helpdesk by more than 50%
- Routinely exceeds case-handling metrics, leaving no backlog with an average monthly turnaround time of 1 day - well below the 3 day goal

SKILLS

Customer Service

Communication

Problem-solving

Adaptability

Collaboration

PERSONAL PROJECTS

Diary App

- Developed a full stack diary web app using MERN that lets users enter journal entries in any date

Mini Pokemon Battle

- Recreated in point and click interface the battle sequence of Pokemon (turn-based role playing game) using JS

Todo List App

- Implemented a todo list web app using React with add, update and delete functionalities