

# Ryan Ben S. Villanueva

B34 L15 Shangrila Homes Subdivision, Brgy. San Jose, Tarlac City, Tarlac 2300  
+63-9202312350 | ryanben.villanueva@gmail.com | ryanbenvillanueva.github.io/portfolio

---

I would like to contribute to your organization as a full-stack web developer, leveraging my ability to develop a Blog and E-commerce web applications using readily available web frameworks. With my passion for learning, I will be able to take part in empowering your team with my newly found coding expertise.

## AREAS OF EXPERTISE

- Frontend: HTML, CSS
- Databases: MySQL
- Scripting Languages: PHP, JavaScript
- Frameworks: Bootstrap, Laravel
- Troubleshooting and PC Maintenance
- Diagnosing Hardware and Software

## PROFESSIONAL EXPERIENCE

**Sitel Philippines, Inc.**

**Metro Manila, PH**

**2008-2017**

**TSR / Toshiba Expert Advisor / Subject Matter Expert - Toshiba +Care US and Toshiba Expert Care UK**

Provided technical support for Toshiba laptops and tablets.

Promoted and sold the company's product and services.

Troubleshoot, researched, diagnosed, documented and resolved technical issues including virus, spyware, malware scan and removal, wired and wireless connection setup and configuration, e-mail client configuration, third party hardware and software installation, Windows operating system reinstallation, upgrade, and repair, and data backup and restore.

Served as Subject Matter Expert and supervised a technical support staff of four.

**2004 - 2008**

**TSR / Resolution Expert - Dell Account**

Handled and resolved hardware, software and connectivity issues on desktops, portables, printers, and other devices.

Guided the user in performing system teardowns to identify the issue and replacing back the parts.

Followed up and made scheduled callbacks to customers with unresolved issues from Level 1 inbound

techs.

Addressed and resolved issues escalated by Level 1 inbound techs such as operating system and drivers installation, printer setup, and internet connectivity setup and configuration.

## **PROJECT EXPERIENCE**

### **Tuitt Coding Bootcamp**

**Metro Manila, PH**

#### ***Capstone project 3 Personal Blog Website***

***2018 Nov - Dec***

- Complete Blogging content management system with commenting.
- CRUD functionality for posts, categories and tags.
- Environment: Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Bootstrap, JQuery, Laravel

#### ***Capstone project 2 Origami E-commerce Website***

***2018 Oct***

- Complete E-commerce website with PHPMailer and PayPal APIs
- Environment: Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Bootstrap, JQuery

#### ***Capstone project 1 Personal Static Website***

***2018 Sep***

- Mobile Responsive Design with landing, about, gallery, and contact pages.
- Environment: Linux, Apache, HTML, CSS, JavaScript, Bootstrap, JQuery

## **EDUCATION**

**480 Hours intensive THREE MONTHS COURSE |** Tuitt Coding Bootcamp, Metro Manila, PH  
**BACHELOR OF SCIENCE IN Computer Science|** The University of the Philippines, Los Banos, PH

## **ABOUT ME**

Hi, I'm Ryan Ben, an aspiring software developer based in Tarlac City. Currently, I'm training at Tuitt Coding Bootcamp, learning to code and making it a daily habit. I enjoy spending quality time with my wife, watching movies, playing mobile games and folding origami.