

Ryan De Joseph

An aspiring Web Developer

I am a graduate with a Bachelor’s degree in Information Technology and currently pursuing my passion in programming. My ultimate goal is to achieve proficiency as a full-stack web developer through continuous learning and practical experience. I seek employment in order to enhance my skills set where I can grow professionally and personally while contributing to the company’s success.

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Jawili, Tangalan, Philippines

**EDUCATION** **WORK EXPERIENCES**

### We Fix It Mahanaim Service Center

*Technician*

*02/2023 - 05/2023*

*Achievements/Tasks*

 Able to assemble and disassemble computer parts

 Repair laptops, personal computers, printers and mobile phones and provide other services like Operating Software installation CCTV installation

Improved problem-solving skills and logical thinking skills. Detecting issues quickly and accurately to provide the best solution to customer’s problem



Enhanced troubleshooting skills and attention to detail for issues encountered in both software and hardware.



Practice safety awareness



 Developed costumer service skills especially in understanding client or customer needs, explaining technical concepts, and collaborating with team members

Bachelor’s Degree in

Information Technology

August 2019 – June 2023

Aklan State University

Andagaw, Kalibo, Aklan

Secondary and Elementary

June 2006 – June 2019

Jawili Integrated School

Jawili, Tangalan, Aklan

**SKILLS**

### ePerformax Contact Centers and BPO

## *Customer Service Representative*

*07/2023 - 05/2024*

*Achievements/Tasks*

Improved communication skills and active listening to understand customer concerns



 Practice empathy to relate to customer’s emotions and concerns and be able to provide compassionate responses

 Able to address client's concerns and providing the best solutions to their problems

Accomplished assigned tasks in a timely manner.



 Making sure the overall productivity and quality metrics are met.

Time management

Problem solving

Communication

Decision-making

Resilience

Adaptability

Critical Thinking