

# ANDY DY MASARQUE

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## OBJECTIVES

Provide exceptional support while gaining valuable industry experience that will sharpen my technical skills such as being proficient in MS Office, HTML, CSS, JavaScript, MySQL, and Python.

## EDUCATIONAL ATTAINMENT

College/University  
2021-Now Polytechnic University of the Philippines – Sta. Mesa, Manila  
**Bachelor of Science in Computer Science**

Senior High School  
2019-2021 Gardner College Diliman  
Science, Technology, Engineering, and Mathematics Strand

## PROFESSIONAL EXPERIENCE

Customer Service Representative September 2023 – Present  
Alorica Teleservices, Inc.

- Processing Medical and Prescription Claims accurately and promptly.
  - Providing comprehensive Benefit Quotations to our members.
  - Assisting members in navigating our website for efficient access to information and services.
  - Documenting system errors and addressing complaints to ensure continuous improvement.
  - Supporting fellow agents by assisting them with computer tool navigation.
  - Addressing inquiries and troubleshooting device-related issues.
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## PROJECTS

**PAG-IBIG Member Registration** 2023

- Developed a Pag-IBIG Member Registration web application using Python and MySQL.
- Designed and implemented a secure database to store member information
- Implemented user roles and functionalities:
  - Public user registration
  - Member profile management (view and edit)
  - Admin dashboard for comprehensive data access

**ChurchDoc** 2024

- Developed a Church Member Management application using Python and MySQL.
- Implemented user roles and functionalities:
  - Member profile access (view and potentially update limited information)
  - Appointment scheduling with church staff
  - Data request system for members to obtain specific information

**PUP Learning Management System** 2024

- Currently developing an assessment module for PUP Learning Management System (LMS) as our class project in Web Developing using HTML, CSS, MySQL and PHP.
- Implemented functionalities for managing assessments:
  - Retrieved and displayed assessment information (e.g., names, descriptions, due date)
  - Presented all assessment results for the students (including details like scores)