| **Timothy Herrera** | **+63 916 551 5382**  **timothydayaherrera@gmail.com** |
| --- | --- |

# **ABOUT**

I am a career shifter from the BPO industry and decided to pursue my dreams and new career as a software engineer.

I have 7 years of work experience as a Customer Service Representative, providing excellent customer service and handled multiple US based accounts ranging from Financial, Healthcare and Service distributor accounts.

I am very flexible and do not have problems with working schedules. I am also very optimistic and understands how important work is to my overall happiness. I am a self-taught learner that trained myself to adapt and easily learn new things in my environment which I think is vital to any company who hires new employees.

I'd like to contribute to your organization as a software engineer. Leveraging my ability to develop 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 experience gained from extensive hard work at Zuitt coding boot-camp.

**EXPERIENCE**

**Zuitt Coding Bootcamp Philippines** — *Student (Batch176)*

April 2022 - *present*

Made Multiple Projects (Portfolio, API and React.js fullstack)

- Created a booking system using MERN stack (MongoDB, Express, and Node.JS)

- Created a front-end application using react.JS

- Created a Backend server using Express and Node.JS with a MongoDB database

- Hosted both applications in Heroku and MongoDB atlas

- Well trained in server testing using POSTMAN

- Well trained to trouble-shoot console

Languages and technologies learned during training: HTML 5, CSS 3, Bootstrap, Javascript, Robo 3T, MongoDB Atlas, POSTMAN, React.js, Heroku, Vercel, Gitlab, Github, Sublime, Vscode, npm dep

**ECE Consulting Group** — *Business Process Associate*

December 2018 - January 2020

Account: Robinhood

Robinhood is a pioneer of commission-free investing that makes it convenient for users to trade in digital stock and cryptocurrency marketing.

Role: Data analyst and Customer service

Task given: Handled chat and email concerns thru salesforce. Responsible for giving excellent customer service in every interaction possible.

**Concentrix** — *Customer Care Specialist*

March 2016 - May 2017

Account: United Airlines (MileagePlus)

United Airlines is one of the top leading airline companies in the United States.

Role: Customer service representative for the rewards program.

Task given: Account inquiries, flight reservations, ticketing assistance and data entry work.

**Cognizant** — *Senior Process Executive*

February 2015 - October 2015

Account: Computershare Limited

Computershare Limited is an Australian stock transfer company that provides corporate trust, stock transfer and employee share plan services in a number of different countries.

Role: Inbound/Outbound and Email Customer Service Support.

Task given: Handled Inbound/Outbound shareholder inquiries by phone, e-mail and written correspondence. Engaging directly with shareholders to answer questions, solve problems and navigate the complex financial environment.

**Arriva Medical, L.L.C** — *Insurance Verification Specialist*

June 2014 - January 2015

Arriva Medical is a company that offers diabetes and testing supplies.

Role: Health Insurance Verification, Accounts Receivables Specialist, Cash Posting Agent and Chat/Email Customer support.

Task given: After verifying insurance, I assist clients on processed orders of supplies then post their payment in the system while walking them through on how the products work.

**Altegra Health Inc.** — *Medical Chart Specialist*

January 2014 - June 2014

Altegra Health provides healthcare business services, technology and consulting solutions by aligning individual health status, member benefits with appropriate reimbursement in the United States.

Role: Data analyst for healthcare insurance.

Task given: Import data from client’s rosters and review status for audit purposes. Used to filter data to check if reimbursement is approved or rejected.

**UST Global —** *Senior Business Process Associate*

May 2012 - January 2014

Account: Title Source, L.L.C

Title Source provides services related to mortgage on real estate and property taxes.

Role: Data analyst and processor for mortgage under real estate and property taxes for home and land owners.

Task given: Importing excel from collected data to gather and filter to validate profile status of mortgage for clients for tax reporting purposes. Used to offer services for real estate closings, 2nd mortgages, title searches, refinancing, title insurance, title exemptions, document preparations and construction loans.

# **EDUCATION**

**Northeastern College,** Isabela —*Bachelor of Science in Information Technology*

2010 - 2011

**Isabela State University,** Isabela — *Bachelor of Science in Information Technology*

2009 - 2010

**CHARACTER REFERENCE**

**JANINE ALEXIS, BONGAT -** ECE Consulting group Robinhood Manila site Operations Manager

Contact Info: 0917-574-2161