Contact

Phone
+639 151 165 736
+639 922 216 854

Email
galangjuliepearl@gmail.com

Location
Angeles City, Pampanga
San Mateo, Rizal

Education

2017-2021
Bachelor of Science in Computer Science
City College of Angeles

2010-2014
High School Graduate
Francisco G. Nepomuceno Memorial High School

Skills

- Mobile Application Development - Kotlin
- Back office support
- Annotation (Lidar)
- Storyboards (Jira)
- Technical Support (Chat /Non - Voice)

Language

English

Tagalog

Julie Pearl Galang
IT Professional

Knowledgeable IT Professional with experience in mobile application development, technical support, and software engineering. Skilled in delivering reliable solutions and providing customer-oriented support. Strong collaborator with a passion for learning and staying up-to-date with the latest technologies. Excellent communication and problemsolving abilities, committed to delivering quality IT solutions and support.

Experience

Nov 2022 - May 2023
Lily Pad Digital Solutions Inc. l Remote Work
Mobile Application Developer

- Developed and maintained mobile applications for the Android platform using Kotlin programming language, resulting in highly-rated and user-friendly applications.
- Collaborated with cross-functional teams including designers, product managers, and backend developers to understand requirements, clarify specifications, and ensure seamless integration of app components.
- Implemented key features and functionalities in Kotlin, such as user authentication, data retrieval from APIs, and real-time data synchronization.
- Optimized application performance by identifying and resolving bottlenecks, minimizing resource usage, and improving overall responsiveness and user experience.

May 2022 - Nov 2022
Universal Access and Systems Solutions l Balibago, Angeles City
Technical Support Representative

- Customer Support: Provide timely and effective technical assistance to customers through chat-based platforms (e.g., Facebook Messenger, Twitter Direct Messages). Address customer inquiries, troubleshoot issues, and offer solutions to ensure a positive customer experience.
- Issue Resolution: Diagnose and resolve customer issues by asking relevant questions, analyzing symptoms, and providing step-by-step instructions or workarounds. Escalate complex issues to higher-level support or other teams when necessary.
- Technical Troubleshooting: Utilize technical knowledge and problem-solving skills to troubleshoot various issues related to software applications, hardware devices, connectivity problems, and account-related matters on social media platforms.
- Documentation and Ticketing: Accurately document customer interactions, issue details, and troubleshooting steps in the ticketing system. Maintain a comprehensive record of customer inquiries, resolutions, and follow-up actions.

Oct 2021- May 2022
Hooli Software l Remote work / Malolos, Bulacan
Software Engineer Intern

- Software Development: Assist in the development of software applications and systems under the guidance of senior software engineers. Write code, implement features, and contribute to the overall software development lifecycle.
- Problem-Solving: Work on assigned projects or tasks, analyze requirements, and propose solutions or enhancements. Collaborate with team members to brainstorm ideas, troubleshoot problems, and implement effective solutions.
- Collaboration and Communication: Work closely with team members, including software engineers, product managers, and QA testers, to understand project requirements and deliverables. Communicate progress, challenges, and solutions effectively to ensure smooth collaboration.
- Learning and Growth: Take advantage of the internship opportunity to learn new technologies, tools, and methodologies used in software development. Seek feedback from mentors and team members to improve your skills and knowledge.

May 2018- July 2020
Task Us | Angeles City, Pampanga

Teammate / Annotator

- Data Annotation: Annotate and label data collected from autonomous vehicles to create high-quality datasets for training and improving the machine learning algorithms. This involves identifying and labeling various objects, such as pedestrians, vehicles, traffic signs, and road markings, to enable accurate perception and decision-making capabilities of the autonomous vehicle system.
- Quality Assurance: Ensure the accuracy and reliability of annotated data by conducting thorough quality checks and following predefined guidelines. Identify and rectify any inconsistencies, errors, or missing annotations to maintain data integrity and reliability.
- Training and Development: Stay updated with the latest annotation techniques, tools, and industry trends in the field of autonomous vehicles. Participate in training sessions and skill-building activities to enhance your knowledge and proficiency in data annotation.

Reference

Ryan Santiago

Team Leader, UAS

Phone: +639 382 591 961
Email : ryansantiago52@gmail.com

Kevin Villanueva

Senior Mobile Application Developer, Lily Pad

Phone: +639 951 329 529
Email : kevin.villanueva03@gmail.com