Victor Benedict Bulaong

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SKILLS

- **Web Development** - Next.JS, React, Tailwind, TypeScript, JavaScript, GitLab, GitHub, Supabase, Turborepo, Docker, Flowbite, Figma
- **Ethernet & Wireless Technologies -** Switching and Routing, Wireless PTP/PTM/AP, CISCO, MOXA, Westermo
- **Customer Service -** SalesForce, Jira, Oracle Service Cloud

WORK EXPERIENCE

Rubeeks Technologies   **Nov 2023 - Present**
Freelance Front-end Developer   General Santos City, Philippines
- Develop reusable components using Next.js.
- Exposed to the Scrum development process with one-week sprints, peer code reviews and individual ownership of app features.

Concentrix   **Sep 2018 - Feb 2023 (4 yrs 6 mos)**
Tier 2 Customer Support   Davao City, Philippines
- Receive real-time escalations from first-level representatives via phone or chat.
- Handle complex technical issues, newly released products, VIP customers, and critical cases.
- Conduct product and process training for first level representatives.
- Contributed to the client's internal technical documents and articles on a weekly basis.

Easy World Technology L.L.C   **May 2014 - May 2016 (2 yrs 1 mo)**
Technical Support   Dubai, UAE
- Provided after-sales technical support for industrial networking products via phone, email, and on-site visits.
- Handle RMA process, including testing and coordinating shipments.
- Collaborated with sales engineers from pre-sales to post-sales which includes site visits, testing, configuration, and implementation.
- Conduct product training for the customer's technical team.

EDUCATION

AMA Computer Learning College   **March , 2012**
Associate's degree in Software Development   General Santos City, Philippines

CERTIFICATIONS

- **CISCO Certified Entry Networking Technician -** Credential ID: CSCO12630532
- **MOXA Technical Support Certification -** Proprietary training & certification held in Taiwan
- **TESDA NC IV PROGRAMMING**