Jose Mari Jayson Cayabyab

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I am an adaptable and results-oriented professional with a strong background in hospitality management. Passionate about technology, I am now seeking to leverage my skills and enthusiasm to make a meaningful impact in the tech industry. My ability to thrive in dynamic environments, coupled with my customer-centric mindset, positions me well for success in this new venture.

Skills and Certificates

Technical Skills

- HTML, CSS, JavaScript
- C
- Python
- SQLite3
- Virtual Studio Code
- Microsoft Excel skills

Key Strengths

- Problem-solving / Analytical
- Attention to detail
- Time management
- Discipline
- Interpersonal
- Excellent Communication

Certificates:

- Databases and SQL for Data Science with Python
- Microsoft Excel Training
- Enhanced Customer Relations Program

Portfolio

Website: bit.ly/3VZcpbd

Skills Demonstrated:

- Front-end development
- Back-end programming
- UI/UX design
- Problem-solving

Projects:

1. Weather App
2. Random Password Generator
3. Calculator
4. Digital Clock
5. Scoring Program

Experience

Customer Relations Ambassador | Robinsons Land Corporation Residences (2022-Present)

- Collaborated with different resolutions groups in resolving complex customer concerns and requests efficiently, **achieving the customer-centricity goal of the business unit**
- Created comprehensive reports using Microsoft Excel and PowerPoint that helped our department identify pain points and formulate actions that provide **permanent solutions**
- Coordinated communications that improved the turnaround time of Salesforce tickets resolution significantly up to 4% **reaching the business unit's goal of 90% TAT**
- Assisted in operations by streamlining the process of a specific task
- Achieved Customer Satisfaction rating of **4.8 out of 5**, Net Promoter Score of **82%,** and Ticket Resolution of **96% within turnaround time** (1,487 tickets over 1,549 total tickets handled) all in year 2023

Freelancer | Remotasks (2020-2021)

- Completed multiple image and video annotation tasks that helped build technologies related to **Artificial Intelligence and machine learning** such as self-driving cars and smart gadgets
- Worked together in more than 5 projects with different teams that produced quality outputs
- Attended trainings and learning sessions for skill progression and enhancement
- Earned bonuses through incentives by **achieving goals** set by the organization
- Reviewed outputs made by co-taskers to meet and **exceed the standard of the clients**

Education

San Sebastian College-Recolletos, Manila (2018-2022)

- Bachelor of Science in Hospitality Management (Major in Hotel and Restaurant Management)
- **Graduated with Latin Honor - Cum Laude**