



Holmes Jovariel D. Valdez

Developer



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Taguig City



SUMMARY

I am a versatile professional with over 3 years of experience in customer service, back-end development, and technical support. Proven ability to adapt in fast-paced environments, from hands-on mechanical work to delivering back-end solutions and customer care. Strong communicator and problem-solver with a passion for both technology and service excellence.



WORK EXPERIENCE

09/2024 - 06/2025

WNS Global Services

Pasig City

Delta Messaging Specialist

- Customer service.
- Reservations and ticketing.
- Loyalty program management.
- Revenue accounting.
- Disruption management.
- Back-office operations.
- Data analytics and insights.

02/2024 - 05/2024

Taguig Convention Center

Taguig City

Backend Developer

- Problem Solving.
- Critical Thinking.
- Time Management.
- Managed efficient SQL queries and data transport.

06/2023 - 12/2024

Coffee Bean and Tea Leaf

Taguig City

Barista and Dining Staff

- Customer Service
- Maintained a clean and organized workspace for optimal productivity and safety.
- Cleaned counters, machines, utensils, and seating areas daily.

01/2019 – 01/2020

Automatetricks **Mechanic Assistant**

Makati City

- Assisted in diagnosing and repairing mechanical issues in various vehicles.
- Conducted routine maintenance and safety inspections to ensure optimal vehicle performance.
- Maintained accurate service records and supported inventory management for automotive parts.
- Collaborated with senior mechanics to enhance problem-solving skills and technical knowledge.
- Demonstrated effective communication with customers regarding service recommendations and repairs.

EDUCATION

2020 – 2024

Bachelor of Computer Science Major in Social Computing **University of Makati**

Makati City

General Average: 1.42

Deans List: 2020-2023

2018 – 2020

Technical Vocational Automotive Servicing **University of Makati**

Makati City

General Average: 90%

Deans List: 2019

2014 – 2018

Fort Bonifacio High School

Makati City

General Average: 89%

SKILLS

Customer service • Communication skills • Computer literacy •
Time management • Adaptability • Problem solving • Fast Learner •
Leadership

CERTIFICATES

- EF SET Certificate
- Deans Lister Recognition
- Top Performer Agent
- Certificate of Completion