

Jonathan Eldy Baldivicio

Full-Stack Developer | Embedded System Engineer | Data Analyst

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PERSONAL BACKGROUND

22-year-old experienced software engineer from Pasay City, Metro Manila, with a strong foundation in customer service and leadership experience. Driven to excel in software engineering, I specialize in desktop, mobile, and web development, with a keen interest in embedded systems.

My diverse experience reflects adaptability, a commitment to continuous learning, and a dedication to delivering exceptional results and product in every role.

EXPERIENCES

Concentrix, Sparks Mall, Cubao — *Wireless Care Support Representative*

AUGUST 2024 - PRESENT

- Provided excellent customer service to telecommunication company clients, resolving inquiries and issues efficiently.
- Assisted customers with technical support, billing, and account management, ensuring high satisfaction levels.
- Adhered to client-specific protocols, policy, and quality standards to maintain compliance and service excellence.

Lawson Philippines, MET Live, Pasay — *Store Operations Team Leader*

SEPTEMBER 2023 - DECEMBER 2023

- Supervised daily store operations, ensuring smooth workflows and adherence to company standards.
- Trained and guided team members, fostering a collaborative and efficient work environment.
- Monitored inventory levels and coordinated restocking to maintain product availability and sales.

EDUCATION

Eulogio “Amang” Rodriguez Institute of Science and Technology, Sampaloc, Manila — *Bachelor of Science in Computer Science*

A.Y. 2021 - PRESENT

Pursuing a Bachelor of Science in Computer Science (BSCS) degree program at the moment.

STI College Pasay-EDSA, San Rafael, Pasay City — *Senior High School*

S.Y. 2020 - 2021

Completed the MAWD (Mobile App and Web Development) track during my senior high school.

KEY COMPETENCIES

- Excellent Communication Skills
- Data-driven Strategic Planning
- Avid and Collaborative Learner
- Critical Thinking Skills
- Cost-Benefit Analysis
- Strong Interpersonal Skills
- Proactive Team Member

LANGUAGES

Filipino

Native Mother Tongue

English

Professional Working Proficiency

Ilocano

Native Bilingual Proficiency