

JOHN CARLO PANUELOS

Programmer

📍 Montalban Rizal Philippines

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PROFILE INFO

To leverage my skills and expertise to make meaningful contributions in a dynamic and collaborative work environment. I aim to continuously learn and grow professionally while striving to innovate and solve complex challenges in my field, ultimately making a positive impact on the organization and society as a whole.

EXPERIENCE

2022 - PRESENT

UnionBank of the Philippines

Programmer

- Develops, maintains and tests single program or simple system applications (program level)
- Writes the source codes in accordance with provided specifications.
- Executes programs in test environment.
- Familiarizes self with the application being worked on.
- Create and maintains system documentation.
- Assists in systems analysis, design and documentation.
- Collaborate with team members to troubleshoot and debug code, ensuring the delivery of high-quality and efficient solutions.

2019 - 2022

UnionBank of the Philippines

Customer Service Officer

- Respond promptly to customer inquiries via phone or email, demonstrating patience and empathy.
- Resolve customer issues and complaints effectively, striving to achieve first-call resolution whenever possible.
- Accurately record and document customer interactions and transactions in the company's database.
- Collaborate with team members to improve overall customer satisfaction and contribute to a positive work environment.

CERTIFICATES

- Java Programming Course Completion(June to December 2015)
- UNIX Essential featuring Solaris 10 Operating System Course Completion (November to March 2016)
- Oracle University Course Completion(Oracle9i: Database Administration Fundamentals 1 / Oracle Database 10g: Introduction to SQL) April 29,2016
- Cisco Networking Academy Course Completion (CCNA Routing and Switching: Introduction to Networks, Scaling Networks, Connecting Networks, Routing and Switching Essentials) April 29, 2016

EDUCATION

2014 - 2019

Asian Institute of Computer Studies

Bachelor of Science in Computer Science

SOFT SKILLS

- Teamwork
- Time Management
- Effective Communication
- Critical Thinking
- Highly organized, efficient and flexible

TECHNICAL SKILLS

- Proficient in Microsoft Office
- Programming (Visual Basic, C++, PHP, Java)
- HTML, CSS, and JavaScript
- SQL
- UNIX scripting
- Troubleshooting
- System user