

## Contact

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## Top Skills

Front-End Web Development  
Back-End Web Development  
Lean Six Sigma

## Certifications

Lean Six Sigma Yellow Belt  
Certification

# Albert Gerard Buenaflor

Student at Zuitt - Coding Bootcamp Philippines  
NCR - National Capital Region, Philippines

## Summary

I embrace change, I have the courage to Innovate, I have a passion for growth, I'm a Leader and most importantly, I'm a Team Player.

"If we are not part of the solution, we are part of the problem"

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## Experience

### Zuitt - Coding Bootcamp Philippines

5 months

#### Student

January 2020 - Present (5 months)

#### Capstone 3 - Hotel Booking System

- It's a hotel booking system.
- Created this system using React and MongoDB/Node.js with the following functionalities:
  - a. User registration and authentication
  - b. Admin authorization
  - c. Admin booking management
  - d. User booking acquisition and return

#### Student

January 2020 - Present (5 months)

#### React Project - Static Website using React

- This website includes helpful information about COVID19 and relevant information during ECQ.
- Created this system using React.
- Hosted the application via Netlify

#### Student

February 2020 - March 2020 (2 months)

#### Capstone 2 - Asset Management System

- It's a revolutionary restaurant ordering system that changes the game for restaurants. Instead of ordering through the waiters, customers can now order using an ipad and their order will be viewed by the kitchen and admin staff

real-time. This will streamline their process and makes it more efficient to run the restaurant business.

- Created this system using Laravel and MySQL with the following functionalities:

- a. User registration and authentication

- b. Admin authorization

- c. Admin asset management

- d. User asset acquisition and return

- Hosted the application via Heroku and remotemysql

## Student

January 2020 - February 2020 (2 months)

National Capital Region, Philippines

### Capstone 1 - Static Website

- Created a static website showcasing a topic or industry of my choice

- Used HTML, CSS and Bootstrap to build the website

## Digital Room (Philippines) Inc.

### Team Lead

February 2019 - December 2019 (11 months)

#### Responsibilities:

Manage the team's day-to-day operation to ensure that SLA is met

Handle escalations on a timely manner

Review team performance and provide corrective action plan/s – perform 1:1 coaching, provide support, motivation and development of staff

Assist if applicable in hiring Customer Service Professional

Assist in workforce management duties such as schedule and leave management

Review, collect, and summarize quality control and business reports

Assist in conducting a regular training needs analysis for personal and professional development of the staff

Identify opportunities for process improvement recommendations

Collaborate with HR with regard to any payroll and disciplinary measure concerns

Facilitate meetings to disseminate announcements, discuss policies and calibrate process

Assist immediate supervisor in coordinating team resources, monitoring team activities, and preparing reports

## Alorica

## Team Lead

April 2016 - October 2018 (2 years 7 months)

NCR - National Capital Region, Philippines

### Responsibilities:

Attend daily client conference call. I'm the POC (Point of contact) for Philippine site.

Perform SWOT analysis to improve team KPIs.

Manage the team's day-to-day operation to ensure that SLA is met

Handle escalations on a timely manner

Review team performance and provide corrective action plan/s – perform 1:1 coaching, provide support, motivation and development of staff

Assist if applicable in hiring Fraud Investigation analyst

Assist in workforce management duties such as schedule and leave management

Review, collect, and summarize quality control and business reports

Assist in conducting a regular training needs analysis for personal and professional development of the staff

Identify opportunities for process improvement recommendations

Collaborate with HR with regard to any payroll and disciplinary measure concerns

Facilitate meetings to disseminate announcements, discuss policies and calibrate process

Assist immediate supervisor in coordinating team resources, monitoring team activities, and preparing reports

## TELUS International Philippines

### Team Lead

November 2006 - April 2016 (9 years 6 months)

NCR - National Capital Region, Philippines

### Responsibilities:

Attend weekly business review and discuss root cause analysis, action plan and goal.

Manage the team's day-to-day operation to ensure that SLA is met

Handle escalations on a timely manner

Review team performance and provide corrective action plan/s – perform 1:1 coaching, provide support, motivation and development of staff

Assist if applicable in hiring Sales Professional

Assist in workforce management duties such as schedule and leave management

Review, collect, and summarize quality control and business reports

Assist in conducting a regular training needs analysis for personal and professional development of the staff

Identify opportunities for process improvement recommendations

Collaborate with HR with regard to any payroll and disciplinary measure concerns

Facilitate meetings to disseminate announcements, discuss policies and calibrate process

Assist immediate supervisor in coordinating team resources, monitoring team activities, and preparing reports

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## Education

Zuitt - Coding Bootcamp Philippines

Post Graduate Certification, Web Development · (2020 - 2020)

Rizal Technological University

Electrical, Electronics and Communications Engineering · (2003 - 2006)