

# NOEL S. ALVAREZ

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*I am a Filipino freelance web developer specializing in PHP, SQL, HTML, CSS, Wordpress and Javascript, among others. I take pride in my talents in developing web applications, as well as constructing Web sites.*

## WORK EXPERIENCE

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1. Duration: **March 2010 - Present**  
Company: **None**

RECENT POSITON: **Freelance Web Developer** (Web Applications and Websites)

**WEB & PROGRAMMING:** HTML, CSS, SQL, JAVASCRIPT, PHP, JQUERY , WORDPRESS, CI, LARAVEL, C , JAVA

**DATABASE:** mySQL, ACCESS

**OPERATING SYSTEMS:** Windows 95/98/XP/Vista/7/8 , Linus (Ubuntu), Mac OS

### **SKILL AND CHARACTER SET:**

- Build customized websites to the highest specifications, both in native PHP or using platforms and frameworks like Wordpress, Laravel and CI.
- Can work with and modify custom and premium HTML and Wordpress templates available in the market.
- Well versed and updated with latest and mostly used Wordpress Plugins and can customized and manipulate them to fit the website's specifications.
- Able to create HTML and Wordpress themes from a PSD design format.
- Well versed in responsive design and layouts.
- Basic SEO techniques to fully optimized website and web apps.
- Knows social media and Google analytics integration.
- Online payment (paypal etc.) integration.
- Perform schedule site maintenance.
- Can work alone with less supervision or closely with other developers and professionals.
- Can easily fit into any existing team of developers.
- Can produce accurate, clear and regular project updates and reports.
- Communicates effectively and confidently using the English language.
- Able to organize and manage multiple priorities simultaneously.
- Hard working, self-motivating, very patient and very competitive.
- Can troubleshoot basic computer software and hardware problems (e.g. OS problem, driver issues, data recovery, etc.).

### **SOFTWARE AND PROGRAM USED:**

- IDE's (Netbeans, Eclipse, Sublime Text, Dreamweaver, Titanium)
- Adobe Programs (Photoshop, Illustrator, Flash)
- Microsoft Office Apps (Word, Excel, Ppoint, Outlook, Publisher, Access)
- Project Management Tools (Asana, Trello)
- WAMP, XAMPP, LAMP
- Team Viewer
- FTP Clients

**PORTFOLIO:** (some of my works)

- www.investbay.net
- www.bigsandresort.com
- www.famcorconsultants.com
- www.cebuchamber.org
- www.bradfordchurchcebu.org
- www.serviceonlinecorp.com
- www.lanpel.com
- www.atelier-a.it

2. Duration: **November 2007 ~ August 3, 2012**  
Company: **Convergys (former: Stream Global Services and Etelecare Global Solutions)**  
**Asia Town IT Park Apas Lahug Cebu City**

**RECENT POSITON: TEAM MANAGER / TEAM LEADER - October 17, 2010 ~ August 3, 2012**

- Manages a Team
- First Line Supervisor
- **SKILL SET:**
- **APPLICATIONS USED:** Microsoft Office Apps (Outlook, Excel, Word, PowerPoint), Lotus Sametime Chat, Aim Messenger

**PREVIOUS POSITIONS:**

- **TECHNICAL OFFICER – July 2009 ~ October 17, 2010**
  - Performance Tracking and Analysis
  - Prepares Shift weekly report on Program metrics
  - Generates weekly Stack Ranking and Shift's Top Weekly Performers
  - Collates weekly Shift scrubbing reports to determine key FCR hits
  - Reviews and analyzes weekly and daily reports on Shift performance using identified tracking tools; check for sources of variability, interpret results and draw conclusions.
  - Collaborate with the Shift Manager on the results of the analysis
  - Technical Training and Certification
  - Conducts Technical training and certification (Tech CEA); reports agent completion in the Shift
  - Ensures compliance on all other Client required technical knowledge/certifications
  - Attend technical training, if there are new updates and policies being released by the Client
  - If needed, conduct refresher training or training for new technical updates
  - Receives and handles managerial escalations
  - **APPLICATIONS USED:** Microsoft Office Apps (Outlook, Excel, Word, PowerPoint, Access), Lotus Sametime Chat, Aim Messenger, Adobe Dreamweaver (for creating basic static web pages), Photoshop
- **Technical Support Representative/Subject Matter Expert – March 2009 ~ July 2009**
  - Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
  - Configuration of client's equipment to connect to the Internet via modem/DSL Router (Dialup/DSL customers only).
  - Configure software to connect to Internet application servers.
  - Obtain general understanding of OS and application operations related to company offered services.
  - Identify and correct or advise, on operational issues in client computer systems.
  - Perform creation of new accounts using company provide software tools.
  - Handles some escalations

- Address real-time questions of screeners on the floor regarding Qwest products and services
- Handles escalated calls to ensure customer satisfaction and issue resolution
- Works with Technical Officer (TO) in tracking call drivers to be used as data in identifying program action plans
- Facilitate skills training when needed
- Take in frontline calls when demanded by queue
- **APPLICATIONS USED:** Microsoft Office Apps (Outlook, Excel, Word, PowerPoint), Lotus Sametime Chat, Aim Messenger, Adobe Dreamweaver (for creating basic static web pages), Photoshop
- **Customer Service Associate / Sales Representative - November 2007 ~ March 2009**
  - deal directly with customers either by telephone
  - respond promptly to customer inquiries
  - handle and resolve customer complaints
  - obtain and evaluate all relevant information to handle inquiries and complaints
  - perform customer verifications
  - process orders, forms, applications and requests
  - direct requests and unresolved issues to the designated resource
  - manage customers' accounts
  - keep records of customer interactions and transactions
  - record details of inquiries, comments and complaints
  - record details of actions taken
  - **APPLICATIONS USED:** Microsoft Office Apps (Outlook, Excel, Word, PowerPoint), Microsoft Messenger, MSN Messenger

**AWARDS AND RECOGNITIONS RECEIVED:**

- 2010 Most Outstanding Employee for the Entire Site
- Top Team Manager (Quarter)
- Top Team Manager (Monthly)

**PERSONAL DATA**

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Age: 28  
 Date of Birth: December 24, 1985  
 Gender: Male  
 Civil Status: Single  
 Nationality: Filipino  
 Permanent Address: Blk. 4, Lot 17, Vilotet St., Camella Homes II, Lapu-Lapu City, Cebu, Philippines

**EDUCATIONAL BACKGROUND**

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**COLLEGE:** 2<sup>nd</sup>: **Bachelor of Science in Information Technology, BSIT** (2012 – 2014)  
 Cebu Institute of Technology - University (CIT-U)  
 Cebu City

1<sup>st</sup>: **Bachelor of Science in Nursing, BSN** (2003 – 2007)  
 Cebu Normal University (CNU)  
 Osmeña Boulevard, Jones Cebu City
 

- *Dean's Lister during the School Year 2003-2004*
- *Active member and officer of the Supreme Student Government– House Representative*

**SECONDARY: Science and Technology Education Center – Science and Technology High School (STEC-STHS)**  
 Basak Lapu-lapu City

1999- 2003

- *Class 2003 **Salutatorian***
- *Attended the 2002 Materials Camp in Cleveland, Ohio, USA, last July 2002*
- *Active member and officer of the Supreme Student Council – Auditor*
- *Active participant of the Regional Press Conference*
- *Active member and staff of the Schools publication (Beyond and Sinag)*
- *4th Semi Finalists of the 2002 National Web Making Contest by the DOST*

**PRIMARY: Lapu-lapu City Central Elementary School**

Poblacion, Lapu-lapu City

1993 – 1999

- *Class 1999 **Salutatorian***
- *Active member and staff of the Schools publication (The Gazette)*
- *4th Placer during the 1998 Regional Press Conference in the category of News writing in English*

## REFERENCES

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**Paul Bray Ouano**

**Founder**

***Race.ph – Cebu City, Philippines***

Contact No.: (+63) 922-860-2042

**Karen Otico-Estacio**

**Shift Manager/Senior Team Manager**

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**Grea Buenavista**

**Operations Manager**

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