Jonathan Eldy I. Baldivicio

Full-Stack Developer | Embedded System Engineer | Data and Business 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.

CONTACTS

Website: https://nthnn.vercel.app   Email: nathanneisip@gmail.com   Phone Number: +639623439828

EXPERIENCES

Concentrix Philippines, Sparks Mall, Cubao

Software Quality Analyst (Internship)

MARCH 2025 - MAY 2025

- Internship entry-level role focused on software application quality that enhances the internal team experience.
- Participate in code reviews and agile meetings to improve technical skills and application performance.
- Work closely with senior developers, UX/UI designers, and stakeholders to refine features.

Wireless Care Support Representative

AUGUST 2024 - PRESENT

- Provided excellent customer service to 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.

Virtual Assistance, Remote Freelancing Job

Healthcare Administrative Assistant

SEPTEMBER 2023 - DECEMBER 2023

- Managed patient scheduling for in-office and telehealth appointments using electronic health record systems.
- Triaged incoming calls and secure patient messages, directing clinical inquiries with HIPAA compliance.
- Maintained and updated patient records, including demographics, appointment histories, and treatment notes.

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 & Technology
Sampaloc, Manila — *Bachelor of Science in Computer Science* (A.Y. 2021 – Present)

STI College Pasay-EDSA
San Rafael, Pasay City — *Mobile App Web Development, Senior High School* (S.Y. 2019 – 2020)