

JULIAN IV J. FLORENTINO

+63 916 609 7437 | florentinojulian1021@gmail.com

ABOUT ME

BS Information Systems graduate with experience in customer operations, technical support, backend account management, and data-driven issue investigation. Skilled in validating customer data, reviewing platform dashboards, documenting findings, and coordinating technical escalations. Interested in Data Analyst, Operations Analyst, and IT Support roles

EDUCATION

Technological University of the Philippines Manila | 2022-2026

Bachelor of Science in Information System

- E-VOLVE - Smart EV Charging Navigator App
- Ease Document - Barangay Document Management System
- VDC System - Dental Appointment Booking System

San Juan De Dios Educational Foundation INC | 2020-2022

Senior High School

WORK EXPERIENCE

TDT POWERSTEEL CORPORATION | Feb 2026 - Apr 2026

Business Development Analyst

- Developed a real-time analytics dashboard to support business monitoring, project tracking, and data-driven decision-making.
- Designed interactive data visualizations using Chart.js and built a Leaflet.js mapping interface to display project locations across the Philippines.
- Implemented secure authentication and an admin portal for user management, system configuration, and controlled access to business data.

BLUE GUARDIAN | Aug 2024 - Apr 2026

Customer Operations Analyst

- Analyzed customer account records, CRM data, and trading platform dashboards to investigate escalated cases, identify discrepancies, and support accurate issue resolution.
- Validated customer information across internal databases and third-party trading platforms while reviewing trading-related concerns such as stop-loss issues, dashboard inconsistencies, and account errors.
- Documented data-backed findings, performed authorized backend account updates, and escalated unresolved technical cases to the Tech Team with clear supporting details.

AQUA FUNDED | Nov 2023 - Sep 2024

Customer Support Agent

- Reviewed customer account details, support records, and ticket information to ensure accurate case handling, issue resolution, and record maintenance.
- Handled trader inquiries related to account setup, evaluation rules, dashboard navigation, verification, payout concerns, and platform-related issues.
- Documented case updates, monitored recurring customer concerns, tracked open tickets, and escalated unresolved cases with complete supporting details.

SKILLS

- **Technical Skills:** Python, JavaScript, HTML, CSS, PHP, MySQL, Power BI, Microsoft Excel
- **Data and Operations:** Data validation, dashboard analysis, account data review, discrepancy investigation, case tracking
- **Customer and Technical Support:** Ticket handling, escalation management, troubleshooting, CRM systems, backend dashboards
- **Quality Assurance:** Manual testing, bug reporting, issue tracking, test documentation
- **Professional Skills:** Communication, problem-solving, attention to detail, teamwork, adaptability, time management