



KYLA MAE A. GARCIA

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CAREER OBJECTIVE

A dedicated and goal-driven Information Technology graduate seeking an opportunity to contribute to organizational success by utilizing strong work ethic, adaptability, and attention to detail. Dedicated to achieving excellence, improving processes, and supporting business objectives through efficient and reliable performance.

WORK EXPERIENCE

Customer Service Representative - Everise

Sep 2025 - Oct 2025

Cauayan City, Isabela

- Handled inbound and outbound customer inquiries via phone with professionalism and efficiency, using CRM systems to access and update customer records.
- Assisted customers with their pharmacy and healthcare orders, ensuring accuracy and timely processing while providing guidance on product availability, order status, and delivery information.
- Collaborated with team members to improve service processes and optimize workflow.

Technical and Office Support - Intern

Jan 2025 - May 2025

Iligan City, Isabela

- Served as a Technical and Office Support intern at Isabela State University - Iligan Campus, providing assistance in basic troubleshooting and software-related concerns.
- Managed and organized files, prepared reports and office documents, supported faculty with administrative needs, and helped ensure efficient day-to-day operations within the School of Midwifery.

PROJECT EXPERIENCE

• Computerized Loan and Membership Management System for Barumbong Farmers Agriculture Cooperative - Capstone Project

2025

- A functional web-based management system for Barumbong Farmers Agriculture Cooperative (BFAC) that streamlines membership records, loan processing, payments, savings, and report generation.
- The system enables efficient management of members and loans while ensuring accurate tracking of transactions and providing administrators with easy access to essential data for informed decision-making.

CORE COMPETENCIES

- **Technical Skills:** Proficient in Microsoft Word, Excel, PowerPoint for documentation and reporting, and Canva for basic graphic design
- **IT & Computer Skills:** Basic troubleshooting, data entry, system navigation, and familiarity with web-based applications and databases
- **Languages:** Filipino (Native), English (Fluent)
- **Customer Service & Communication Skills:** Strong ability to handle customer inquiries, resolve concerns efficiently, provide clear information on products and services, and maintain professionalism in high-volume environments
- **Interests:** Technology, customer service excellence, continuous learning, teamwork, and problem-solving

CERTIFICATIONS AND AWARDS

CERTIFICATIONS

- Civil Service Professional Eligibility 2026
- 2nd International Conference on Emerging Technology in Computing, Teaching, and Library and Information Science (ICETCLIS) - Participant 2025
- Information Technology Specialist - Device Configuration and Management 2025
- Information Technology Specialist - Networking 2024

AWARDS

- National AppCon 2023 Web and Mobile Application Development - Top 100 Nationwide 2023
- Startup Basics School Caravan 2022

EDUCATION

Bachelor of Science in Information Technology 2021 - 2025
Isabela State University - Ilagan Campus

Ilagan City, Isabela

- *Major in Web and Mobile Application Development*

Secondary

Northeast Luzon Adventist College - Senior High School 2019 - 2021

Mabini, Alicia, Isabela

- *Science, Technology, Engineering and Mathematics*
- *Achievers*

Northern Isabela Academy - Junior High School 2015 - 2019

Calinaoan, Santo Tomas, Isabela

- *With Honors*

Primary

Barumbong Elementary School 2009 - 2015

Barumbong, Santo Tomas, Isabela


KYLA MAE A. GARCIA
Applicant

I hereby declare that the above information is true and correct.