

CARL ANGELO BELARMINO

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Adaptive CS-IT professional with excellent business analysis, customer service, digital, investing, technical analysis, leadership, managerial, quality assurance & control, research, sales and marketing, technical support, trading, virtual assistance, and project management.

PERSONAL AND TECHNICAL SKILLS

- Communication & Interpersonal: Active listening, negotiation, clear written & verbal communication.
- Analytical & Problem-Solving: Data analysis, root cause identification, critical thinking.
- Business Acumen: Industry trends understanding, competitor analysis, financial modeling.
- Project Management: Scope definition, scheduling, risk management, resource allocation.
- Methodologies & Frameworks: Agile (Scrum, Kanban), Waterfall, Lean Six Sigma, Change Management, Stakeholder Management.

Proficient in: Data Encoding • Management • Business Analysis • Communication • Social Skills • OS + Apps + VM • Investing • Margin & Futures Trading • Statistics • Logistics • Research • Coaching • Productivity & conferencing tools • TSR / QA / QC • Software Development • Product Listing, SEO & PPC, Lead Gen, Data Encoding, Audio Captioning, Systems analysis & Quality Testing, and Web Development & Bootstrap Design • Remote Installation & Troubleshooting for Desktop/Laptop Softwares, Hardware, and Network.

• Knowledge & experience on automation, cloud service & project management tools: AWS, Asana, Azure Devops, Bizagi, Canva, Figma, GSuite, Hubspot, JIRA, Lucidchart, MailChimp, MockPlus, Monday, Notion, Salesforce, Slack, Tableau, Trello, Visio, Wireshark, WordPress, Wix, Zapier, Zendesk, Zoho CRM, Zoho One

Basic experience in Programming languages such as: C • C++ • Gambas 3 • Magento • Unity • HTML5 & PHP7 with SQL, HeidiSQL via online web host or local database • Basic Java • Basic Python

Knowledgeable in management, e-commerce, and networking: Facebook, BrainDumps, YouTube, Twitch, Twitter, Instagram, Selly.gg, Discord, Reddit, Gleam.io, BBB, Trustpilot, Helium 10, Jungle Scout, et. al

- Multiple IQ Tests on job sites - 120 to 155 IQ (MENSA potential); Emotionally Intelligent, Native C2 English

WORK EXPERIENCE

Puregold Price Club Inc. | Technical Support / IT Manager (2023)

- Automated and implemented pricing, promotions, point-of-sale, and price verifier systems. Provided remote and direct installation, setup, and support for LAN, WAN, routers, PCs, and POS systems. Offered technical support for server network and system administration.

Prime HR Services Inc. | Business Analyst / Project Manager (2022 – 2023)

- Managed L2/L3 escalation tickets and provided project management oversight.

- Micromanaged a team of developers and quality assurance specialists.
- Contributed to HRIS and e-commerce drop-shipping projects.

Outgive Inc. | E-commerce Accounts Manager / Risk Researcher / Crypto Manager (2021 – 2022)

- Improved account security and health by enhancing and AB-Testing ASIN listings and design.
- Delivered customer support and solutions, exceeding revenue targets by 2x-10x through PPC and ad + keyword front-end and back-end optimization for Amazon sellers.

Biglots | Seasonal Inbound General CSA and Sales/Order Support (2020)

Amazon XL Logistics | Shipping and Delivery Support / Retail/Logistics Web to Mobile App Basic Technical Support – L2/L3 CSA-SDS-B2B-B2C Sales / Customer Retention / Support (2019-2020)

- Achieved 100% resolution rate for daily issues of Amazon customers, drivers, and sellers regarding web issues, delivery, logistics, payments, refund/returns, fraud, product quality, and general inquiries. Provided cross-trained support via inbound/outbound calls, email, and chat for Amazon .com, .ca, .uk, Retail, Fresh, Pantry, Prime, and Global Specialty Fulfillment.

Manulife Business Quality Department Support (2018)

- Completed internship in Business Analysis, Business Process Management, Scrum Agile Testing, Backlog Resolution, Quality Assurance, and Data Quality Control.
- Reported directly to Senior BAs/QA/Dev, and later to 2018 Head & SAVP of Manulife Quality Department at Manufacturers Life Co. Ltd. Head Office (Manulife Philippines).

WFH Freelance Technical Service Representative and Proctor Support for PSI Solutions/Services LLC and ABRSM (Datamatics Global Services) (2018-2020)

Freelancing, Virtual Assistance, Tutor, eSports coaching, and Microtrader – (2015- 2023)

- Assisting my friends and virtual employers/clients regarding academic subjects/thesis, data scrubbing & encoding, social media, virtual support, ESL teaching, eSports boosting, photography, audio transcription, data entry, SEO, database/excel leads, scraping, recruitment, micro-trading (5-10% ROI monthly).

EDUCATION

University of the City of Manila (PLM) • Intramuros, Manila

Bachelor of Science in Computer Studies - Major in Information Technology (2020)

Full Scholarship Graduate – 3rd year Deans List - Cumulative GWA Average: 1.40 to 2.00 / 5.00