



# Joel P. Doctor

## WEB DEVELOPER / PROGRAM MANAGER

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### EXECUTIVE SUMMARY

I am a passionate, self-taught web developer. For the past two months, I have been learning everything I can and building at least one project a week.

Additionally, I am accomplished in guiding and developing teams and facilitating between the team and our clients, whether inside the company or outside.

### TECHNOLOGY STACK

- HTML
- CSS
- SCSS
- JavaScript
- React.js
- Next.js

### CONTACT DETAILS

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## TRAINING AND CERTIFICATION

### Responsive Web Design

*FreeCodeCamp.org / August 5, 2021*

- representing approximately 300 hours of coursework.

### JavaScript Algorithms and Data Structures

*FreeCodeCamp.org / August 15, 2021*

- representing approximately 300 hours of coursework.

### Front End Development Libraries

*FreeCodeCamp.org / September 13, 2021*

- representing approximately 300 hours of coursework.

## CURRENT WORK EXPERIENCE

### Program Manager

*PuzzleBox BPO, Inc. | July 2015-present*

- Manages a 10 person team of support specialists focused on customer service and retention
- Develops team work processes, investigates and implements tools and applications to enhance productivity
- Integrates communication from internal management and external clients into team workflow
- Collaborates with clients of multiple nationalities to analyze pain points and optimize work processes
- Sets goals for team motivation that has resulted in multiple company awards

## AWARDS AND ACHIEVEMENTS

- Best Performing Team: 2020, 2018, 2017, 2016
- Manager of the Year: 2017
- Leadership Award: 2016
- Employee of the Year: 2015

## ACADEMIC PROFILE

### University of the Philippines Open University

*BA Multimedia Studies / Expected graduation date 2025*

Completed courses in Communication, Internet Technologies, Web Development, Information Technology

### University of the Philippines - Diliman

*June 2005 - November 2008*

Completed 98 units towards BS Materials Engineering

## REFERENCES

Erwin Ernesto Manansala  
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