

Jonas B. Lacandola

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Education

Bachelors of Science in Information Technology <i>Mabalacat City College</i> • President Lister Academic Achievement Award • Member of Commission on Student Elections and Appointments	09/2022 – 07/2024 Mabalacat, Philippines
Diploma in Information and Communication Technology <i>Asian Institute of Science and Technology</i> • With Honors Academic Achievement Award	06/2020 – 07/2022 Mabalacat, Philippines

Experience

Customer Service Representative <i>iQor CXBPO</i> • Served as a frontline representative for Assurance Wireless, managing high-volume inquiries regarding federal Lifeline program eligibility and account activations. • Simplified complex federal requirements for customers, ensuring they understood the documentation needed to maintain their subsidized service. • Troubleshoot mobile device and network connectivity issues, maintaining a professional and patient demeanor while resolving technical problems for non-tech-savvy users. • Maintained high quality-assurance scores by accurately documenting customer interactions and following strict security protocols for account verification.	05/2025 – 08/2025 SM City Clark Bldg., Angeles, Philippines
Client Support Specialist (Arbitration Specialist) <i>Global Strategic Business Process Solutions</i> • Manage the end-to-end Federal IDR (Independent Dispute Resolution) workflow, ensuring all healthcare provider claims meet strict legal and regulatory deadlines. • Maintained 100% accuracy in medical billing and payment documentation, used Advanced Excel to audit and organize large datasets. • Maintain zero-error standards for data privacy, handling sensitive files in full compliance with HIPPA and ISO regulations. • Resolve documentation issues and eligibility disputes serving as a key point of contract for the arbitration process.	08/2025 – 03/2026 West Aeropark Clark, Philippines

Skills

Information Technology & Systems Management Proficient in building web applications and computer networking. I apply a developer's mindset to analyze data systems, improve workflows, and quickly master specialized platforms like CRM or government databases.	Clear Communication & Conflict Resolution Experienced in translating complex technical or legal rules into simple terms while staying calm under pressure with difficult clients.
Data Privacy (HIPAA & ISO) Trusted to manage protected health information (PHI) and sensitive records following strict international security standards.	Records Management Proven experience in organizing and managing sensitive digital and physical documents within government and legal-tech frameworks.
Advanced Microsoft Excel Expert in using XLOOKUP , Pivot Tables , and logical formulas to clean and audit large datasets for high-level documentation.	Professional Documentation Skilled in drafting precise emails, legal case summaries, and official reports with a focus on clarity and compliance.
Data Integrity & Auditing Highly detail-oriented in cross-checking medical and legal records to ensure 100% accuracy before final submission.	Bilingual Proficiency Fluent in English and Tagalog , capable of providing high-quality support in both languages.

Certificates

- Node.js Express, MongoDB, & More: The Complete Bootcamp
- CCNA: Introduction to Networks
- Cisco IT Essentials
- The Ultimate React Course 2023: React, Redux, & More
- Network Support and Security
- CCNA: Switching, Routing, and Wireless Essentials
- Javascript Algorithms & Data Structures
- Javascript Essentials
- Cyber Threat Management