

SHEILLA MAE RICO

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PROFESSIONAL SUMMARY

Computer Science graduate passionate about software engineering and full-stack web development. Experienced in Java programming, SQL databases, object-oriented programming, and Git version control. Strong foundation in problem-solving, software development, and technical troubleshooting, with a commitment to continuously learning modern technologies and building reliable, user-focused applications.

PROFESSIONAL EXPERIENCE

DEPARTMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY

Jun 2025 – Jul 2025

Cybersecurity Intern

- Monitored routers supporting the DICT Free Wi-Fi for All Program using web-based monitoring tools, identifying and reporting connectivity issues to support network availability.
- Maintained infrastructure records by documenting router status and operational updates, improving incident tracking and operational visibility.
- Troubleshoot technical issues for eGov application users, resolved user inquiries, and documented solutions to support efficient issue resolution and knowledge sharing.

SUTHERLAND GLOBAL SERVICES

Dec 2025 – Jul 2026

Customer Service Associate

- Investigated and resolved customer issues by analyzing information across multiple systems, applying analytical thinking and structured problem-solving techniques.
- Documented issue resolutions and service request to maintain accurate records and support process consistency.
- Collaborated with cross-functional teams to troubleshoot complex issues, escalate cases when necessary, and deliver timely resolutions in a fast-paced environment.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Aug 2022 – Jun 2026

Partido State University

- President's Lister (2022 – 2023) | Dean's Lister (2024 – 2026)

SKILLS

- **Languages:** Java, JavaScript, C++, PHP, Python
- **Web Development:** HTML5, CSS3, SCSS, RESTful APIs
- **Database:** SQL
- **Development Tools:** Git, GitHub, Maven, Visual Studio Code, Eclipse IDE, Apache NetBeans, Google Colab, Postman
- **AI Tools:** ChatGPT, Gemini, Claude

PROJECTS

PERSONAL PORFOLIO WEBSITE

- Designed and developed a responsive personal portfolio website to showcase software engineering projects, technical skills, certifications, and leadership experience.
- Implemented reusable layouts and components using Jekyll, with modular HTML, SCSS, and Liquid templating to improve maintainability and scalability.
- Built an interactive user experience featuring responsive navigation, smooth scrolling, project showcases, and optimized layouts for desktop and mobile devices.
- Deployed the website using GitHub Pages and managed version control with Git and GitHub.

ACHIEVEMENTS/CERTIFICATIONS

ICT Proficiency Certification Examination – Written Examination Passer

Department of Information and Communications Technology | September 2025