

AL HAJI REAL TAWATAO

SOFTWARE DEVELOPER | IT SUPPORT

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Camaleý, Binmaleý, Pangasinan, Philippines



PROFESSIONAL PROFILE

Software developer and IT support professional with a BS in Information Technology and experience supporting hospital operations. Develops systems for departmental workflows and an interactive hospital kiosk, and modernizes existing hospital and IT systems. Brings hands-on troubleshooting skills alongside experience in SEO, content management, and remote support.

PROFESSIONAL EXPERIENCE

Software Developer

Department of Health - Region 1 Medical Center, Dagupan City
July 2026 - Present | Management Information Services

- Develop software systems for hospital area operations and departmental workflows, translating operational needs into practical digital tools.
- Develop a hospital kiosk system to help patients and visitors locate departments and navigate hospital areas.
- Improve and upgrade existing hospital and IT systems with modern interfaces and more streamlined workflows.

IT Support

Department of Health - Region 1 Medical Center, Dagupan City
February 2026 - June 2026 | Management Information Services

Administrative Aide

- Troubleshoot hardware, software, connectivity, and network access issues across hospital departments; provided technical support for the hospital information system.
- Guided staff on system access and troubleshooting, documented recurring issues, and coordinated with the MIS team to resolve complex concerns.

Game Support Specialist

Top Tier Gaming LLC
June 2025 - August 2025 | Freelance, part-time, non-voice

- Resolved support tickets involving in-game purchases, missing items, and payment concerns using internal tools.
- Coordinated with billing and development teams on complex cases while handling user information accurately and professionally.

Junior SEO Support

JRG Agency
January 2025 - August 2025

- Managed and optimized Google Business Profiles; created Google Sites and landing pages to support local search visibility.
- Supported website indexing and used AI tools to assist with content quality improvements.

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ADDITIONAL EXPERIENCE

Content Moderator and Graphic Designer

Life's DJ Agency
October 2024 - December 2024 | Freelance

- Created social media content and marketing graphics, managed posts, and moderated online communities to support brand consistency and engagement.

Executive Administrative Assistant

EDEN Agency
August 2024 - October 2024

- Drafted client outreach emails, scheduled meetings, and interviewed applicants to support recruitment and daily administration.

Graphic Designer

Imperative Media, Texas, USA
February 2024 - July 2024 | Freelance

- Edited and proofread website content and maintained text, images, and multimedia assets for clarity and consistency.

Lead Generator

Slatewater Capital LLC, Salt Lake City, USA
January 2024 - February 2024 | Freelance

- Researched properties and ownership details, used skip-tracing tools, and maintained accurate owner and contact lists.

Email Marketing Specialist

Herlawyer Law Firm
October 2022 - December 2023

- Reviewed and categorized incoming inquiries, identified clients' legal needs, and routed messages to the appropriate available lawyers.

TECHNICAL AND PROFESSIONAL SKILLS

Development: Java, JavaScript, TypeScript, React, MySQL, WordPress

IT Support: Hardware and software troubleshooting, network troubleshooting, system access support, technical documentation

SEO and Marketing: On-page SEO, local SEO, keyword research, Google Business Profile optimization, lead generation, content management

Design and Tools: Canva, Photoshop, Premiere Pro, CapCut, GitHub, Zoho, Notion, Google Workspace, Brevo, Semrush

EDUCATION AND LANGUAGES

Bachelor of Science in Information Technology

PHINMA - University of Pangasinan | 2015 - 2021

Languages: English and Filipino

REFERENCES

Persing Soriano Jr. - Barangay Captain, Camaley, Binmaley, Pangasinan

Renaída B. Beltran - GSO Officer, Municipality of Binmaley