

NICHOE ASHLEY DE JESUS

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SUMMARY

Versatile and detail-oriented professional with hands-on experience in customer service, technical support, and creative design. Proven track record of thriving in fast-paced environments, managing high-volume interactions, and maintaining strict professionalism under pressure. Adept at complex problem-solving and cross-functional collaboration. Possesses exceptional communication skills and a highly adaptable mindset, ensuring swift issue resolution and high-quality deliverables across diverse operational settings.

WORK EXPERIENCE

Service Crew - McDonald's Petron SLEX KM44, Cabuyao January 2023 - March 2024

- Engaged directly with guests to deliver high-quality customer service, efficiently resolving inquiries and handling transactions in a high-volume, fast-paced environment to ensure top-tier satisfaction.
- Streamlined kitchen production and order fulfillment accuracy by strictly executing standard operational protocols across multiple stations, significantly reducing order errors during peak hours.
- Enforced strict adherence to food safety, kitchen hygiene, and corporate quality control standards, enhancing the overall dining experience and ensuring total operational compliance.
- Demonstrated exceptional time management and reliability by seamlessly balancing demanding service and kitchen shifts alongside rigorous university commitments.
- Accelerated team onboarding efficiency by training and mentoring incoming personnel on customer-facing roles, kitchen stations, and collaborative workflows.

Voter Support Assistant (Election Day Worker) - Local Election Committee / COMELEC May 2022

- Maintained order and efficiently guided large crowds of citizens through polling centers, significantly enhancing the overall citizen experience and reducing processing wait times.
- Provided polite and clear front-line assistance to voters, offering dedicated, respectful support to elderly individuals and citizens with mobility constraints.
- Collaborated effectively with local election officials and authorities to maintain a secure, organized environment during high-traffic voting events.
- Demonstrated adaptability and composure under pressure by swiftly managing unexpected operational challenges that arose on peak voting days.
- Maintained a comprehensive knowledge of voting procedures, serving as a reliable resource to improve voter assistance, trust, and confidence.

PROJECTS

School Organization's Public Relations Officer / Layout Artist

January 2025 - Present

- Spearheaded communication strategies and public-facing copywriting, significantly boosting organizational engagement.
- Designed eye-catching publications and digital promotional graphics, enhancing the organization's social media presence.
- Collaborated with team members to develop cohesive branding, increasing visibility within the local community.
- Implemented feedback mechanisms to refine promotional materials based on member and stakeholder responses.
- Fostered an inclusive environment for creative contributions, leading to a 40% increase in participation for events.

SafeRide — Mobile-Based Risk Scoring System for Student Commuting

College Research Project | 2026

- Developed a mobile-based transportation safety monitoring system using smartphone sensors and crowdsourced reports.
- Implemented risk scoring algorithms using accelerometer, gyroscope, and GPS sensor data to detect unsafe driving behaviors.
- Applied sliding window and threshold-based event detection techniques for real-time analysis.
- Integrated trust-weighted passenger reporting and composite safety scoring for public transportation assessment.
- Designed and documented the system architecture, mathematical models, and evaluation process for academic research.

EDUCATION

Bachelor of Science in Computer Science

Pamantasan ng Cabuyao (University of Cabuyao)

August 2022 - Present | Cabuyao, Laguna

Senior High School - TVL (Information and Communications Technology)

St. Ignatius Academy - Cabuyao Campus

August 2020 - April 2022 | Cabuyao, Laguna

Junior High School

Pulo National High School

June 2016 - March 2020 | Cabuyao, Laguna

SKILLS

- Computer Proficiency, Technical Literacy, Graphic Design, Software Development, Verbal Communication, Active Listening, Professionalism, Patience, Customer Service, Cross-Functional Teamwork, Customer Satisfaction, Time Management, Adaptability, Problem Solving