

# John Paul Talion Rufo

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## WORK EXPERIENCE

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### Transworld Systems Incorporated

Feb. 2024 – Jan 2025

*Collections Specialist*

*ETON Centris, MNL*

- Handle both **inbound** and **outbound** collections with strong communication and negotiation skills.
- Develop and implement strategies to maximize debt recovery rates and maintain compliance with policies.
- Utilize data analysis to optimize collection strategies and improve overall efficiency.

### CONCENTRIX

Sept. 2023 – Jan 2024

*Technical / Customer Support Representative*

*SM Cyber West Ave, MNL*

- Provided excellent customer service and tech support to resolved technical issues on Android devices.
- Played a key role in maintaining a positive user experience with clients' proprietary handheld devices.
- Specialized in troubleshooting and resolving customer issues promptly and effectively, consistently achieving high customer satisfaction ratings.

### ShiNoHana

June 2022 – Aug 2024

*Server Moderator | Discord Bot Developer*

*MNL, Asia*

- Managed **Discord Server** and engaged with talks on strangers online addressing their concerns.
- Maintained Server functionality and Utilization of Discord Bots to automate Moderation.
- Developed and deployed bots that automate tasks, moderate communities, and provide interactive features. Integrated APIs to create unique functionalities for game servers.
- Proficiency on using **Discord.py**, **Pycord** and well-versed in the Discord platform.

### Freelancer

Oct. 2019 – Present

*3D Design | Generative AI Dev | Front-End Dev | Game Dev*

*Quezon City, MNL*

- Built responsive, designed user-focused websites from mock-ups using HTML, JavaScript, AJAX, and JSON, ensuring smooth performance across all devices.
- Built and customized websites using **WordPress** and **HubSpot**, tailoring themes and plugins to fit each client's goals.
- Generated AI image and video generation workflows with **ComfyUI**, automating creative artworks using custom Stable Diffusion models.
- Created and integrated 3D assets in **Blender** for use in web and game projects, including **Godot** and **Unity**.

## EDUCATION

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### Batasan Hills National High School

2017 – 2023

*Senior High School Graduate Majors Computer Science - Programming*

*Quezon City, MNL*

- Graduated with Honors. GPA average of 3.7, NC3 2023 Programming Passer
- Listed in Technical Vocational Program focused on ICT and Programming.

### Bulacan State University - Sarmiento Campus

2025 – Present

*Bachelor of Science in Information Technology - Programming*

*Quezon City, MNL*

- Currently pursuing academic coursework in software development, programming, and systems design.

## SKILLS & INTERESTS

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- **Skills:** MS Tools, Visual Studio Code, Web Development (Front-End), Python, Java, C#, AI Workflow Design, ComfyUI, Godot, Unity, LÖVE (Lua), Blender (3D Model & Assets), Aseprite (Pixel Assets),
- **Interests:** 3D Modelling, Game Development, Hololive, Anime, AI Enthusiast, Reading Docs, Gaming.