

Benedict Gio B. Illustrisimo | Full-Stack Developer / AI Engineer

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EMPLOYMENT HISTORY

Jul 2023 — Nov 2023

Customer Experience Agent, Teleperformance — Cebu City

- Listened to individual complaints with an open mind and asked detailed questions to understand issues.
 - Monitored customer satisfaction metrics, identified trends, and developed strategies to address areas of concern.
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INTERNSHIP HISTORY

Jan 2025 — May 2025

ServiceNow Developer Intern, Rococo Global Technologies – Cebu City

- Project Manager & Lead Developer for a team of 7 interns delivering a ServiceNow web-based enrollment system.
- Designed the data model (Students, Courses, Sections, Enrollments) and built catalog items, Flow Designer workflows, and Business Rules/Script Includes to automate registration, waitlists, and approvals.

Nov 2025 – April 2026

Production Web and Mobile App Developer Intern, Symph Inc. – Cebu City

- Supported the development and production maintenance of a web-based lesson planning with AI: LessonPlannerPH using Next.js, TypeScript, and modern UI libraries.
 - Implemented UI improvements and v2 product development, admin features, performance optimizations, and backend logic changes based on design and engineering requirements.
 - Learned and applied company standards for code structure, naming conventions, security, and deployment workflows.
 - Gained hands-on experience with real-world production codebases, collaborative development, and code reviews.
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EDUCATION

2022 — 2026

Bachelor of Science in Computer Science, University of Cebu Lapu-Lapu & Mandaue
— Mandaue City

- Coursework in **Data Structures & Algorithms, App Development, Relational Databases, Software Engineering, Compiler Design, Computer Organization, Assembly, Natural Language Processing, Machine Learning, and Neural Networks.**
 - Dean's Lister for 5 semesters
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PROJECTS

Gradiant – Progressive Web App (PWA) that helps teachers record grades, monitor attendance, generate reports, and analyze class performance trends in real-time. It aims to eliminate manual spreadsheet grading by providing an all-in-one platform that's accessible on both desktop and mobile. Built with **Next.js, Typescript, and PostgreSQL.**

CampusFlow – Student Enrollment System using ASP.NET Core MVC with PostgreSQL database. This is a multi-approval workflow system for managing student course enrollments with role-based access control. Built with **ASP.NET Core MVC**, **C#**, **JavaScript**, and **Razor Pages**. Deployed to **Azure**.

Pulox – Hybrid Post-ASR Error Correction and Summarization Pipeline for English–Tagalog Classroom Lecture Transcripts. Used opensource OpenAI ASR Whisper, Wav2Vec 2.0, mT5 (Multilingual T5), T5 (Text-to-Text Transfer Transformer), and LLMs via Inference APIs (Gemini, Groq and OpenAI) for further refinement of ASR and summarization output. Designed and consumed RESTful APIs using FastAPI with authentication and validation. Built with **Next.js**, **Python**, **FastAPI**, **Pydantic**, **Firestore with OAuth**, **Serverless PostgreSQL with Supabase** for Database and **Google Cloud Platform**, **Vercel**, and **DigitalOcean Droplet VPS** for deployment.

Bisaya (Cebuano) sentiment analysis model for **Natural Language Processing** by scraping and gathering over 20,000 local news articles, preprocessing text, and training a classifier to detect positive and negative sentiment.

Manifesto - Led the development of an AI-powered document intelligence system that extracts shipment details from **100–500 page contracts and manifests**. Architected a **FastAPI backend extraction pipeline** with built-in validation and self-verification mechanisms to ensure accurate structured outputs. Designed a **cost-optimized LLM-based profiling algorithm**, balancing performance and inference cost for scalable document analysis. Built a sleek, production-style frontend using **Next.js**, **React**, **Tailwind CSS**, and **shadcn/ui** to streamline data review and user workflows. Delivered an award-winning solution that **won a hackathon against teams from top universities in Cebu**.

Dex - AI Document Intelligence Agent. Developed an AI-powered document intelligence agent that automates document triage, preprocessing, layout analysis, component identification, classification, and structured content extraction. Built with **LangGraph**, **RAG**, **vector embeddings**, and LLM-based workflows to process unstructured and semi-structured documents while maintaining contextual understanding and document versioning.

CERTIFICATION

DICT-ICTB02 Basic Level of Software Engineering

11th TOPCIT Philippines – Level 2 Passer

SKILLS AND INTERESTS

Languages: C, C#, Java, Python, JavaScript, TypeScript

Markup/Docs: HTML, MDX, MD, Jupyter Notebook

Frameworks/Libraries: React, Next.js, Tailwind CSS, .NET, FastAPI

Databases: MySQL, SQLite, PostgreSQL, Supabase, Neon.Tech

Deployment: Azure, Google Cloud Platform/GCP, DigitalOcean, AWS

AI & Automation: REST APIs, FastAPI, NLP, LLMs, ASR (Whisper, T5, mT5), Workflow automation (ServiceNow Flow Designer), Agentic AI Development

Tools/Other: ServiceNow, GitHub, Machine Learning, Linux