HISHAM H. MUCTAR

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SUMMARY

Information Technology student at the Polytechnic University of the Philippines who builds AI tools for real business use. I have built a customer chat assistant that replies in English and Taglish within seconds, and an internal system that finds sales leads and drafts outreach emails for review. I focus on connecting AI to the tools a business already uses, such as Facebook Messenger, email, and spreadsheets, so that teams spend less time on repetitive work.

EXPERIENCE

Team Global Facility Solutions Inc. Manila

Engineering Project Documentation (Contract) Sep 2026 – Present

- Write technical reports for HVAC projects and HVAC engineering assessments for the company's clients.
- Use AI powered workflows to draft, organize, and format reports, turning site findings into finished client documents faster.

IT Intern Jul 2026 – Sep 2026

- Built an attendance platform for the office's existing biometric scanner, letting managers see in real time who has logged in and out.
- Added one click export of attendance records and office payroll, replacing manual timesheet computation.

PROJECTS

AI Customer Chat Assistant Personal Project

- Built a chat assistant that answers customer questions on websites and Facebook Messenger in English and Taglish, usually in under 2 seconds.
- Collects customer names and phone numbers from the conversation and emails them to staff right away. Switches to a backup AI service on its own if the main one goes down.
  Tools: Google Gemini, Groq, Node.js, MySQL, Meta Messenger

FlowState Sales Operations Center Personal Project

- Built an internal system that finds local businesses, reviews their websites, and ranks which ones are the best fit as clients.
- Uses AI to draft personalized outreach emails and holds each one for my approval before sending.
  Tools: Python, Node.js, SQLite, OpenStreetMap, AI language models

MotoRide Ride Hailing Web App School Group Project, PUP

- Built a ride booking website with separate rider and driver dashboards, live maps, and fare estimates based on distance.
- Designed the MySQL database that stores user accounts and trips and keeps ride requests in sync between riders and drivers.
  Tools: JavaScript, Leaflet.js, PHP, MySQL

SKILLS

- **AI and Automation:** AI chat assistants, prompt writing and testing, AI agents, connecting AI models (Gemini, Groq, OpenAI, Claude), workflow automation
- **Data and Integration:** APIs and webhooks, MySQL, SQLite, Google Sheets and Excel, collecting data from websites
- **Tools:** Git and GitHub, Cloudflare, AI coding assistants (Antigravity, Claude Code)
- **IT Support:** Computer repair and assembly, LAN setup and troubleshooting, basic Linux
- **Languages:** Filipino (Native), English (Fluent)

EDUCATION

Polytechnic University of the Philippines 2024 – Present

Diploma in Information Technology, expected 2027 | Manila

Manuel A. Roxas High School 2017 – 2023

Graduated with Honors | Manila

CERTIFICATIONS

TESDA National Certificate II, Computer Systems Servicing 2025

RGTech Institute and Assessment Center