

Mark Joseph Lape

Customer Solutions | Technical Support | Digital Operations

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Professional Summary

Professional with 13+ years of experience supporting business operations through internal systems, web applications, and information workflows. Experienced in assisting end users, troubleshooting web-based tools, translating requirements with project managers and designers, and organizing business information for project, knowledge-sharing, and operational use. Brings a strong technical foundation to cross-functional support, documentation, process improvement, and work across multiple digital systems.

Core Skills

- **Customer & Technical Support:** End-user support, technical troubleshooting, issue resolution, requirements clarification, stakeholder assistance, and clear written updates.
- **Business Operations:** Information management, documentation, data review, workflow coordination, task tracking, structured follow-up, and process improvement.
- **Digital Systems:** WordPress, web-based business systems, dashboards, CRM-style contact and task workflows, document-processing tools, and AI productivity tools.
- **Technical Foundation:** HTML, CSS, JavaScript, PHP, databases, API integrations, authentication, cloud storage, and web applications.
- **Working Style:** Cross-functional collaboration, organized task tracking, review-before-apply workflows, and managing information across multiple tools and priorities.

Professional Experience

M Moser Associates - Singapore

Final position: Senior Web Designer | August 2013 - June 2026

- Supported learning, knowledge sharing, project management, and business operations through internal websites and web applications, including technical support for end users.
- Worked with project managers and designers to clarify requirements, translate business needs into usable workflows and interfaces, and communicate solutions across teams.
- Organized information from notes, emails, attachments, and project files into structured dashboards, tracked items, and audience-specific updates for review and follow-up.
- Developed and maintained PHP, WordPress, and database-connected applications; tested and improved responsive interfaces and supported users when technical issues arose.
- Built review-focused workflows for document processing, task tracking, research, and comparisons, helping users check information before applying changes or making decisions.

Planet Asia - Singapore

Web Designer & Developer | August 2012 - August 2013

- Supported healthcare website projects by translating requirements into wireframes, mockups, and working HTML interfaces.
- Tested cross-browser compatibility and prepared graphics, marketing materials, and search-friendly page structures.

Selected Workplace Projects

Tools developed and used during employment at M Moser Associates.

- **PM Workflow and Tracking:** Converted notes, emails, and attachments into tracked project items and audience-specific updates, with structured review and undo/redo safeguards.
- **Executive Assistant:** Organized decisions, meetings, and commitments from notes and files into persistent dashboards for visibility and follow-up.
- **PH Compliance Assistant:** Helped staff locate relevant Philippine workplace and design standards and returned answers with calculations and source citations.
- **Option A Option B:** Processed design files, notes, and optional budgets into structured differences, risks, assumptions, and follow-up questions to support project review.
- **Additional Workflow Tools:** Created tools for contact review and outreach drafting, guided prompt preparation, visual asset work, and HTML editing, preview, and sharing.

Selected Digital Projects

- **Bite Size Tools:** Created a browser utility suite with 24 focused tool pages across five categories, using consistent interfaces and clear navigation.
- **Animated Film Tracker:** Developed a family film catalog with personal watchlists and parent-managed child accounts.
- **Speed Reading Trainer:** Created a browser reading tool with configurable text cleanup, paced playback, session statistics, and a synchronized pop-out reader.

Education

Bachelor of Science in Information Technology

FEU Institute of Technology | Manila, Philippines | 2003-2008

Selected Certifications

- AI Agent Developer Specialization - Vanderbilt University, completed July 2026
- AI Agents and Agentic AI with Python & Generative AI - Vanderbilt University, 2025
- WordPress Developer: Unlocking Power With Code - Udemy, 2022

Technical Background

Hands-on experience includes responsive web interfaces, WordPress customization, databases, API integrations, authentication, cloud storage, and AI-assisted document and information workflows. This technical depth supports effective communication with users, designers, project managers, and technical teams.