
Jeminick B. Guntang

Full-Stack Developer

Bacoor, Cavite | 09604563464 | jeminickg08@gmail.com | github.com/JemBG

A dedicated full-stack developer with a strong foundation in web development and a passion for crafting innovative solutions. Skilled in JavaScript, HTML, CSS, and ServiceNow, with a keen interest in learning and applying emerging technologies like React and TypeScript.

SKILLS

Development Skills: JavaScript, ServiceNow, HTML, CSS

Version Control & Project Management: GitHub Web, GitHub Desktop App, JIRA, Confluence

Development Tools: Visual Studio Code

EXPERIENCE

FOUNDEVER (August 2024 - Present)

Customer Support Representative

- Provides technical support to business owners via chat and voice call
- Assists clients with account modifications and troubleshooting software issues.
- Offers solutions to business owners for managing personal, business, and tax finances using accounting software
- Demonstrates strong problem-solving and communication skills to resolve customer inquiries effectively
- Handles chat and calls to support Business owners in account modification, utilizing features on the supported software

ACCENTURE (May 2022 - February 2024)

Software Engineer Associate

- Utilized JavaScript to develop and configure solutions to meet client requirements
- Collaborated with cross-functional teams to implement new features and improve existing functionalities
- Provided second-level support for ServiceNow, resolving customer issues and implementing bug fixes
- Specialized in developing and testing the changes that clients requested as part of the Dev team on ServiceNow

AMAZON (October 2019 - December 2021)

Customer Support Representative

- Provided exceptional customer support through various channels (email, chat, phone)
- Demonstrated strong communication and interpersonal skills to build rapport with customers
- Showed a strong commitment to customer satisfaction and a positive can-do attitude
- Assisted driver applicants with account creation, account issues, and deliveries through email support

CERTIFICATIONS

- Certified ServiceNow Administrator (Vancouver Version) – December 2023
- Certified ServiceNow Administrator (Tokyo Version) – December 2022

EDUCATION

Cavite State University - Cavite City Campus

2015 - 2019

Graduate of Bachelor of Science in Information Technology