



Jersen Meim

Web Developer and Computer Hardware Technician

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<https://jersenmeim.github.io/portfolio/>

Bulacan, Philippines

Objective

Education

- Bachelor of Science in Applied Technology at Brigham Young University Idaho, USA (April, 2023)
- Computer Support Certificate at Brigham Young University – Idaho
- Certified Client Pro Certificate TestOut Corporation
- Certified PC Pro Certificate TestOut Corporation
- Web Backend Development at Brigham Young University - Idaho
- Web Frontend Development at Brigham Young University - Idaho
- JavaScript Tutorial Course at Sololearn
- BYU-Pathway Certificate at BYU-Pathway Worldwide

Work Experience

Conduct a JavaScript Online Webinar at FILTA Global Company.

June 2021

- Taught 587 participants online on how to build a webpage using JavaScript
- Designed a responsive website using a compiler called SASS and presented it for testing and documentation
- Answered 11 frequently asked question about JavaScript as programming language

Create Place Order Application at Brigham Young University Idaho

March 2021

Online Class

- Provided wireframes for each page used
- Used External API and local Storage for Database
- Designed application for entrepreneur that takes and adds details for each order taken and function to show them in the list.

Internship (Computer Hardware Technician)

The Area President of the Church of Jesus Christ of in the Philippines Inc., Manila

Feb 2023

- Communicated with customers and utilized the knowledge base and colleagues to effectively troubleshoot and resolve customer support incidents and service requests.
- Updated customers on ticket status and set appropriate expectations for resolution time.
- Collaborated with team members and escalated tickets as needed to ensure timely and accurate resolution of issues.
- Provided basic training to customers on software applications and systems.

Part time (Dormitory Admin Assistant)

JSJ Dormitory, Cotabato

Aug 2021

- Complied the policies, standards, and processes related to student information and data entry activities.
- Organized and maintained filing systems to ensure efficient record keeping.
- Configured equipment to design specifications, performed backups, and transferred data as needed.
- Followed up with customers after resolution to confirm that their needs were met and address any remaining concern

Stake Executive Secretary at The Church of Jesus Christ of Latter day-saints

San Jose, Bulacan

Feb 2021

- Provides administrative support to executive-level staff, including scheduling appointments, managing calendars, and making travel arrangements.
- Screens phone calls and emails, responding on behalf of the executive as appropriate.
- Organizes and maintains files, prepares reports and presentations, and takes minutes at meetings to ensure efficient communication and documentation.

Skills:

- Customer service
- Troubleshooting
- Knowledge base searching
- Escalation management
- Follow-up and resolution
- Training
- System administration
- Data entry
- Filing systems
- Equipment configuration
- Backup/data transfers

References:

Available upon request.