Jomar T. Manalo

527 Purok 2, Laug, Mexico, Pampanga
+63 926 646 9246
jomar.t.manalo@gmail.com

WORK EXPERIENCE

- ➔ **Yotpo**
  Yotpo is an eCommerce marketing platform offering integrated solutions for Loyalty & Referrals, SMS Marketing, Reviews, Visual UGC, and Subscriptions.
  - ◆ **Tier 2 Technical Support Engineer / Migration Specialist | February 2023 - Present**
    - Act as a focal point for communication with the R&D and product teams.
    - Handle Tier 2 cases and escalation cases from the Tier 1 agents.
    - Migrate high-touch customers from their old app to the Yotpo Subscription app.
    - Act as a knowledge focal point within the support and migration team.
    - Create and update knowledge base articles used by Tier 1 agents and Migration experts.
    - Conduct training sessions for Tier 1 agents and Migration experts.
    - Accompany new releases, ensuring support agents are familiar with them and have the tools to address related issues.
    - Investigate and report bugs to the R&D and product team.
  - ◆ **Tier 1 Technical Support Engineer | October 2022 - February 2023**
    - Install the Yotpo application on customer websites by editing the template files.
    - Report and file usability, functionality, and production bugs.
    - Resolve customer discrepancies and issues via emails and live chat.
    - Provide above-and-beyond service to Yotpo's customers, assisting with all technical and product-related queries.
    - Handle multiple support requests via the ticketing system and chat services.
    - Document and share knowledge by creating internal articles as well as self-help guides for customers.
- ➔ **Tigernethost, OPC**
  Tigernethost, OPC is a hosting company in the Philippines. It is currently serving some of Asia's top-grossing companies. Tigernethost is mostly selected because of its fast support system that helps businesses focus more on their business process rather than managing their infrastructure.
  - ◆ **Web Developer/Server Support | November 2019 - October 2022**
    - Lead Developer / Senior Web Developer
    - Maintain websites and applications, overseeing content updates, debugging, and implementing feature enhancements.
    - Design and implement back-end logic, ensuring the smooth functioning of web systems.
    - Develop and maintain front-end functionality, ensuring a seamless user experience.
    - Actively participate in brainstorming sessions to generate innovative ideas for project development.
    - Submit status reports to project managers, updating them on project progress.
    - Specifying system changes that meet a client's requirements
    - Provide basic server support and troubleshoot issues to maintain seamless web services.
    - Manage basic domain and hosting responsibilities to maintain a stable online presence.
  - ◆ **Quality Assurance Specialist (Intern) | July 2019 - October 2019**
    - Responsible for testing the functionality of existing projects and documenting/reporting bugs or errors.
    - Monitored the debugging process and tracked results.

EDUCATION

- **STI College San Fernando**
  Bachelor of Science in Information Technology
  2nd flr. Tita's Bldg. Jose Abad Santos Avenue, Dolores City of San Fernando Pampanga
  2015 - 2019

- **San Carlos San Luis National High School**
  San Carlos, San Luis, Pampanga
  2011 - 2015

- **Laug Elementary School**
  Laug, Mexico, Pampanga
  2005 - 2011

TECHNICAL COMPETENCIES

- Laravel/PHP
- VueJS
- HTML, CSS, Javascript
- Bootstrap
- MySQL
- API, Postman
- Shopify
- Salesforce
- Jira

PERSONAL COMPETENCIES

- Flexibility in work - experiences working with a team or independently
- Committed work ethics
- Ability to work under pressure
- Attention to details

CMS PROJECTS

(CMS) Content Management System with admin side. That contains functionality such as dynamically changing their content and being able to add pages without hard-coding the back-end of the code.

Technologies Used: Laravel, Javascript, Backpack, HTML, CSS

Responsibilities:

- Collaborating with the design UI/UX
- Maintaining the website.
- Updating the website based on client requests
- Built an admin panel capable of utilizing it from the presentation.

Project Title	:	**Montessori de San Ildefonso, Inc – School Website (CMS) with Admin**
Duration	:	February 2019 to October 2022
Technologies Used	:	Laravel, jQuery, Backpack
Website	:	https://mdsi.edu.ph/

Project Title	:	**Mopheth Christian School – School Website (CMS) with Admin**
Duration	:	May 2021 to October 2022
Technologies Used	:	Laravel
Website	:	https://mophethcs.edu.ph/

PROJECTS

Project Title	:	**SchoolMATE – Online**
Duration	:	November 2019 to October 2022
Technologies Used	:	Laravel, VueJS, jQuery, Redis, Backpack, Quickbooks
Company	:	Tigernet Hosting and IT Services
Website	:	https://schoolmate-online.net/
Description	:	**SchoolMATE Online** is a fully-integrated school management system that equips institutions with an improved IT infrastructure and efficient information system. It automates processes from online admission to accounting, payroll, and asset management for a very affordable value compared to any similar commercial-based system in the Philippines.

Responsibilities:

- Design **UI/UX** and front-end functionality using Bootstrap, JavaScript, and jQuery.
- To maintain and ensure the quality of the development of the system.
- To enhance and add features to the existing system.
- Write the **Business Logic** base on client needs.
- **Set up Dev** and staging environments.
- Develop the eLMS
- Integrate Zoom for Online Classes

Project Title	:	**One Pampanga**
Duration	:	November 2019 to Present
Technologies Used	:	Laravel, VueJS, jQuery, Redis, Backpack
Company	:	Tigernet Hosting and IT Services
Website	:	https://onepampanga.com/
Description	:	One Project is an online directory listing for local businesses in Pampanga. Online presence for all extends and helps small to medium size businesses to be searchable on the internet.

Responsibilities:

- Lead Programmer
- Developing new features of the system
- Maintaining and enhancing the system
- Enhancements and improvements of the codes
- Fixing bugs/problems encountered