Justine Retiro

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IT graduate with hands-on experience in system troubleshooting, network management, and technical support. I'm eager to bring my skills to new challenges and open to opportunities in IT roles where I can continue to learn and grow. Ready to contribute to a team and make an impact with my technical abilities and problem-solving mindset.

Education

PHINMA ARAULLO UNIVERSITY   Cabanatuan City, NE
BSIT, Major in Web Development.   June 2025
Capstone: Credit Cooperative Portal

NUEVA ECIJA HIGH-SCHOOL - SHS   Cabanatuan City, NE
Graduated with Honor   June 2021

Experience

DESKTOP SUPPORT ENGINEER (OJT)   Teleperformance
Desktop Engineer Intern   December 2024 – March 2025
- Managed cabling for agent workstations, ensuring proper organization and functionality.
- Conducted weekly inventory counts in the IT storage room, maintaining accurate records of hardware and equipment.
- Reimaged systems for setup and troubleshooting, ensuring uniformity across devices.
- Diagnosed and resolved hardware issues, minimizing downtime and enhancing system performance.
- Provided software troubleshooting and support, ensuring seamless operation of systems.
- Tracked and resolved network issues within the Intermediate Distribution Frame (IDF), ensuring optimal connectivity.
- Installed and maintained network cabling systems, ensuring high-quality, reliable connections.
- Managed patching details to keep hardware and network systems up to date and secure.

LEAD FRONT-END DEVELOPER (Pre-OJT)   Eurasia Research Pharma Corporation
Front-end Developer   July 2024 – September 2024
- Led the front-end development for an inventory system, creating a user-friendly and responsive web application.
- Collaborated with team members to ensure seamless integration with backend functionalities.
- Focused on designing intuitive user interfaces to improve operational efficiency and user engagement.

FREELANCE DEVELOPER   Self-Employed, Remote
Web Developer   December 2023 – February 2024
- Developed and managed small-scale projects, ensuring functionality and user engagement through responsive web solutions.
- Conducted testing to guarantee optimal performance and cross-platform compatibility.
- Communicated effectively with clients to understand requirements and deliver tailored solutions.

Projects

CREDIT COOPERATIVE PORTAL   September 2023 – July 2024

Full-stack Web Development

- Designed and developed a full-stack web portal to streamline online loan applications and account management.
- Implemented real-time updates for account statuses and transactional trails, improving efficiency and user experience.
- Created secure client account management tools to handle sensitive data effectively.

NOTE / REMINDER USING REACT NATIVE   July 2024 – Aug 2024

Full-stack Cross platform Development

- Built a native mobile app for creating, editing, and deleting notes, with integrated task reminders.
- Utilized React Native and Tailwind CSS for seamless cross-platform functionality.
- Collaborated with a client to customize features and deliver a user-centric solution.

Certification

- **Google IT Support Specialization** – August 2024
- **AWS Academy: Introduction to Cloud** – October 2023
- **Salesforce Ranger Badge** – March 2024
- **Oracle: Database Programming with PL/SQL** – September 2023

- **Scrum Foundation** – August 2023
- **Oracle: Database Foundations Certified Junior Associate** – March 2023
- **Great Learning: Software Testing** – August 2024

Skills

Technical Skills:

- **Web Development** (React, Laravel, HTML, CSS, JavaScript)
- **Frontend Frameworks** (Tailwind CSS, Bootstrap)
- **Database Management** (MySQL)
- **Version Control** (Git, GitHub)
- **Mobile Development** (React Native)
- **UI/UX Design** (Figma)
- **Video Editing & Graphic Design** (Adobe After Effects, Illustrator, Photoshop)

Soft Skills:

- Communication
- Collaboration
- Problem-Solving
- Adaptability
- Time Management
- Attention to Detail