

Justine Retiro

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Portfolio: justine-retiro.github.io/Webfolio

Professional background

Experienced Technical Support Specialist with hands-on expertise in system troubleshooting, IT infrastructure management, and end-user support, skilled in hardware/software diagnostics, system reimaging, and workstation maintenance. Proficient in managing IT inventories, organizing cabling systems, and maintaining technical documentation while providing efficient solutions in fast-paced environments. Combines strong technical abilities in full-stack development skills (React, Node.js, MongoDB, Laravel, Tailwind CSS, MySQL) and tools like Git and VS Code, leveraging analytical problem-solving and clear communication to optimize systems and deliver exceptional technical support.

Skills

- **System Troubleshooting & Support:** (Reimaged Systems, Diagnose and resolved hardware/software issues, Ticketing, PC hardware replacements)
- **IT Infrastructure & Inventory:** (Weekly IT Inventory assets count, Disposals preparations, Cable management for workstations)
- **Documentations:** (Word, Excel)
- **Web Development**
 - **Frontend:** Reactjs, HTML/CSS, Tailwind Css, Bootstrap, Javascript
 - **Backend:** Node.js, Expres.js, MongoDB, MySQL, Laravel
 - **Tools:** VS Code, Git, Github, Figma, Illustrator, Photoshop

Experience

DESKTOP SUPPORT ENGINEER (OJT)	Teleperformance
Desktop Engineer Intern	December 2024 – March 2025
<ul style="list-style-type: none">● 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
<ul style="list-style-type: none">● 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.	

Education

PHINMA ARAULLO UNIVERSITY	Cabanatuan City, NE
BSIT, Major in Web Development.	July 2021 - June 2025
Capstone: Credit Cooperative Portal	
NUEVA ECIJA HIGH-SCHOOL - SHS	Cabanatuan City, NE
Graduated with Honor	June 2021

Certification

<ul style="list-style-type: none">● Google IT Support Specialization – August 2024● AWS Academy: Introduction to Cloud – October 2023● Oracle: Database Programming with PL/SQL – September 2023	<ul style="list-style-type: none">● Scrum Foundation – August 2023● Oracle: Database Foundations Certified Junior Associate – March 2023● Great Learning: Software Testing – August 2024
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Projects

CREDIT COOPERATIVE PORTAL	September 2023 – July 2024
Full-stack Web Development	
<ul style="list-style-type: none">● 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	
<ul style="list-style-type: none">● 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.	