

FRANCE NICOLE P. OCAMPO

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https://ofncp.github.io/fncpo_resume

S U M M A R Y

Programming and Web Development - Skills Acquired in Zuiitt Bootcamp / Tech Skills:

Front-End Web Development: HTML5, CSS3, Bootstrap, Wireframes, and Mockups, Git, and GitHub, Vercel

Back-End Development: JavaScript, Node.js, Express.js, MongoDB, Postman, REST API

Full-Stack Development: React.js, JavaScript DOM Manipulation, API Integration with Fetch, SDLC, and Trello

S K I L L S

- Multi- tasking
- Analytical skills
- Interpersonal Skills
- Communication
- Humility
- Attention to detail
- Collaboration
- Creativity

W O R K E X P E R I E N C E

IQVIA

Sr. IT Service Desk • November 7, 2022 - September 2, 2023

- Collaborates closely with IQVIA end-users, promptly addressing their needs, and resolving incidents through various channels to ensure top-notch service.
- Strives for excellence by setting and achieving individual and team goals, with a strong focus on maintaining the highest quality standards.
- Excels in managing workloads, consistently meeting deadlines established by team leaders, and delivering results that exceed expectations.
- Cultivates strong relationships with both IT and relevant business units, fostering a collaborative and synergistic work environment.
- Offers unwavering support to users, providing effective solutions, troubleshooting, and creating valuable documentation to empower the local team, all while maintaining a laser-sharp focus on delivering timely, high-quality results.

Hygge Travels

Travel Specialist / Service Desk • January 10, 2017 - March 22, 2020

- Book tickets (air/sea/land), reserve accommodation, and organize rentals.
- Meet clients' specifications, wishes, and required details.
- Process payments using all available payment methods.
- Provide full assistance from the planning phase to the end of the journey.
- Assist clients and travel partners with updates to the company website.

Transcom Worldwide Philippines

Collection Specialist • November 30, 2012 - August 2, 2013

- Collect accounts in full or any variations of payment obtainable through negotiation.
- Ensure the collection of the required amount.
- Examine and account for the debt amount and confirm the customer's address to define the best course of action, taking into consideration the financial implications for both the client and the company.
- Handle accounts in the appropriate manner, ensuring full compliance with policies and procedures.
- Maintain and update all relevant information in the customer's file.
- Meet set monthly targets/KPIs.

Genpact Services LLC

Collection Specialist • October 10, 2009 - September 14, 2010

- *Daily payment posting*
- *Invoicing for industrial accounts*
- *Daily submission of collection receipts and acknowledgment receipts with invoice attachments to the accounting department*
- *No outstanding payment variances at the end of the month*

EDUCATION

Bachelor of Science in Business Administration

Philippine Womens University, Manila (present)

PROJECT EXPERIENCE

FRONTEND

https://ofncp.github.io/fncpo_resume/

Resume created using HTML, CSS (Flex & Grid) & Bootstrap. hosted page in Github.

BACKEND

<https://capstone2b-ocampo.onrender.com>

Built my Database using MongoDB, Postman and Node.js, Express.js & JavaScript. deployed in Render

FULLSTACK

cap3ocampof.vercel.app

Created my First e-commerce website with ReactJS and deployed in Vercel.

TECHNICAL CERTIFICATIONS

ITIL V4 CERTIFIED

Spartan Allied Services • January 20, 2022

TRAININGS ATTENDED

Full Stack Web Development

Zuitt Coding Bootcamp • August - October 2023

ITIL V4 Training

Spartan Allied Services • January 16, -20 2022