DIOPET C. MASCARIÑA

PROFILE

IT graduate with a strong interest in programming and software development. Knowledgeable in Java and Python, with beginner-level experience in web development using HTML, CSS, and JavaScript. Eager to learn new technologies, improve coding skills, and contribute to real-world projects. Strong problem-solving mindset and a passion for building simple, efficient applications.

WORK EXPERIENCE

School Projects

Job search applicaton   **2023**

- Developed a user-friendly job search application, leading both frontend and backend development to ensure seamless integration.
- Authored comprehensive project documentation and mentored a talented team, driving exceptional results.
- Monitored brand consistency across marketing channels and materials to align with project goals.

School projects

Inventory (Pastry Shop)   **2023 - 2024**

- Developed an e-commerce website for a small pastry shop, enhancing online sales and boosting revenue through a user-friendly interface.
- Designed a visually captivating frontend, integrating functionality with aesthetic appeal to engage users and reinforce the brand.
- Built and integrated the frontend, backend, and database, delivering a complete and efficient system.

School projects

Tree fall monitoring system (Capstone)   **2023 - 2024**

- Developed an application to monitor fallen trees and forest fires, focusing on user-friendly design and intuitive navigation.
- Assisted the team by creating charts and documentation to simplify the application's workflow and enhance understanding.

Alorica

Customer service (6 months experienced)   **2023 - 2024**

- Provided timely troubleshooting support to swiftly resolve account issues, ensuring a seamless user experience.
- Expertly sourced resources to meet customer needs, consistently ensuring satisfaction.

Concentrix

IT Technical Support Rep Intern (500 hours/4 months)   **2024**

- Assisted the team in resolving software issues, including reimaging, OS installation, and tool setup. Migrated systems from Windows 10 to 11
- Assisted the team in resolving hardware issues including upgrading PCs, troubleshoot PC's hardware issue
- Handling tickets in It servicing Ticket, DHCP (Basic knowledge), and Active directory (Basic knowledge)

CERTIFICATES

- Amazon Redshift Overview and value Proposition (2023)
- Amazon QuickSight and Generative BI Features (2023)
- Data Lakes versus Data Warehouses (2023)
- Basic Of System Administration and IT Security (2021)
- Digital Transformation (2022)
- Mastering Your Final Defense: Strategies and Tips for Research Success (2024)
- Cyber Security: Embarks Future World (2023)
- Exploring Artificial Intelligence (2023)
- Digital Guardians: Safeguarding Data in the Cloud (2023)
- From Code to Canvas: The Art of UX Design in Software Development (2023)
- Introduction to Artificial Intelligence (2023)
- Calabarzon Cyber Talks (2023)

CONTACT

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- Road 10, Lot 23 Mahusay Street, Barangay Sta Ana, Taytay Rizal

EDUCATION

2018 - 2020
ACCESS COMPUTER COLLEGE

- Information Communication Technology

2020 - 2024
PATEROS TECHNOLOGICAL COLLEGE

- Bachelor of Science in Information Technology

SKILLS

- Web designing
- Computer hardware knowledge
- Web and app developing
- Software installation configuration
- Troubleshooting
- Application development (basic)
- Resourceful
- Technical Support
- Java
- JavaScript
- PHP
- HTML
- CSS
- SQL
- Firebase

REFERENCE

Arnold Baraga   09569646147
John Michael Timog   09100701158