

CONTACT

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EDUCATION

(June 2025 - August 2025)

ZUITT CODING BOOTCAMP

Main Course Package

(MERN/MEVN)

- Full Stack Web Development

(2013-2018)

Bachelor of Science in Computer Engineering

STI College Fairview, Quezon City.

SOFT SKILLS

- Problem-solving
- Attention to detail
- Communication
- Team collaboration
- Adaptability

LANGUAGES

- English – Fluent
- Filipino – Native

PETER JAYSON BONGABONG

TECHNICAL SKILLS

- Languages: HTML5, CSS3, JavaScript, SQL
- Front-End: React.js, Vue.js, Bootstrap 5, Responsive Web Design
- Back-End: Node.js, Express.js, RESTful API Development
- Databases: MongoDB
- Tools & Platforms: Git, GitHub, Postman, Vercel, Render, Visual Studio Code, Trello
- Other: Microsoft Office Suite [Word, Excel, PowerPoint], Google Suite, System Maintenance, Hardware/Software Troubleshooting

WORK EXPERIENCE

Intouch CX

Technical Support I (Samsung Mobile Devices)

October 2022 – January 2025

- Resolved an average of 60+ technical inquiries per day for Samsung mobile devices, tablets, and wearables with a focus on accuracy and speed
- Maintained a customer satisfaction rating above 90%, consistently praised for patience and product knowledge
- Provided real-time troubleshooting for firmware, connectivity, and app-related issues, reducing repeat calls by 25%
- Proactively stayed updated with the latest Android and Samsung updates to provide immediate, relevant support

Infocom Technologies Inc.

Customer Service II (Smart Telecommunications Inc.)

February 2020 – August 2021

- Managed and resolved 30 to 50 advanced support tickets daily, including network connectivity, mobile data, and SMS issues
- Coordinated with Tier I support to resolve escalated cases, reducing average resolution time by 20%
- Conducted outbound calls to ensure issue closure, achieving consistent first-contact resolution on complex cases

Infocom Technologies Inc.

Customer Service I (Smart Telecommunications Inc.)

October 2019 – February 2020

- Handled 60+ daily customer inquiries via phone, chat, and email related to billing, plan upgrades, and technical issues
- De-escalated challenging interactions with empathy and professionalism, contributing to a drop in complaint escalation rate by 15%
- Delivered clear, customer-friendly guidance on prepaid and postpaid plan services, enhancing customer understanding and loyalty

Visatech Integrated Corporation

Engineering Intern

January 2018 – June 2018

- Conducted diagnostic troubleshooting for internet connection issues and documented help desk solutions.
- Provided daily installation and upgrades for internet and telephone lines.
- Assisted with technical and software issues, including system maintenance, configuration, and repairs.

PROJECT EXPERIENCE

Personal Portfolio Website (Capstone 1)

Role: Front-End Developer

Project Link: <https://peterjayson13.github.io/webportfolio>

- Built a fully responsive personal portfolio site using HTML, CSS, and Bootstrap, showcasing completed projects, technical skills, and achievements
- Implemented a mobile-first design strategy, ensuring optimal usability and layout across all screen sizes
- Developed an interactive project gallery with lightbox effects and custom CSS animations to enhance user engagement
- Utilized Bootstrap's grid system and components for clean structure and consistent styling throughout the site

MVPs E-Commerce API (Capstone 2)

Role: Backend Developer

Stack: MongoDB, Express.js, React, Node.js (MERN)

API Docs:

<https://documenter.getpostman.com/view/46298084/2sB34hEzKx>

- Developed a full-featured e-commerce API using the MERN stack, supporting user authentication, product management, and order processing
- Designed and integrated dynamic endpoints for product catalog filtering, sorting, and real-time search, enhancing user experience and performance
- Implemented secure checkout, real-time cart updates, and user role-based access to separate admin and customer functionality
- Built an admin dashboard with analytics, user management, and product controls, improving operational efficiency and backend visibility

MEVN E-Commerce Platform (Capstone 3)

Role: Full-Stack Developer

Stack: MongoDB, Express.js, Vue.js, Node.js

Live Link: urban-steps.vercel.app

- Built a full-stack e-commerce web app with user authentication, product management, and secure checkout
- Implemented dynamic catalog features including filtering, real-time search, and responsive design
- Developed an admin dashboard for order tracking, user control, and real-time sales insights