Jonathan Conte

Address: Mabini, Pangasinan, 2409
Mobile: +639602494660
Email: jonathano.conte@gmail.com
LinkedIn: https://www.linkedin.com/in/jconte18

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Objective

Seeking an any position and see myself working in a reputed company like yours, that will help me to enhance my knowledge and skills not only in programming but also as professional in the field of IT industry, while making a significant contribution to the success of your company.

Experience

Level 2 Application Support
Texas Instruments/Cantier System Inc.
2022-2024

- Investigate and resolve technical issues reported by users and Level 1 Supports, includes analyzing error logs and identifying root causes of problems.
- Perform routine maintenance tasks such as applying updates, patches and configurations.
- Maintain documentation related to application support processes, troubleshooting procedures, system configuration and users guide. This documentation help in knowledge sharing and training new team members to improve overall efficiency and effectiveness.
- Manage and prioritize incidents reported by users and ensure timely resolution and minimal disruption and collaborate to software development teams to escalate complex issues.

Education

Bachelor of Science in Information Technology
Pangasinan State University
Graduated: 2022

Technical Skills:

- **Frontend:** HTML, CSS, JavaScript
- **Backend:** PHP, MySQL
- **Frameworks/Libraries:** Bootstrap, React JS, jQuery
- **Tools/Platforms:** Git, GitHub, Visual Studio Code

- **Programming Principles:** OOP, MVC

Soft Skills:
- Communication
- Teamwork
- Problem-solving
- Adaptability
- Time Management
- Multi-tasking
- Microsoft Office

Certifications:
- TVL – Information & Communications Technology Computer Programming NC-III – Java and .NET Technology (IT in Mobile App and Wed Development)
  Systems Technology Institute College
  2018
- Responsive Web Design Web Certification
  freeCodeCamp.org
  2022