

John Averian Oro

36 Capillan St. S.F.D.M Quezon City

09214059462

guetaryan@gmail.com

<https://johnaverianoro-portfolio.netlify.app/>



Education

STI College Munoz-EDSA

Bachelor of Science in Information Technology

Relevant Coursework:

- Academic Excellence 2nd & 4th Quarter
- 1st Runner-Up in Codefest
- IT Capstone Project: Pharma-Mediko: A Web-Based Ordering System and Point of Sale with Mobile Application CoruMed Pharmacy

Quezon City
2019-2023

Experience

PCTECH - TV5

IT Service Desk

- Responsible for answering inquiries via email or call.
- First line of primary support
- In charge of managing customers inquiries and generating tickets.
- Ensuring system stability and reports

Quezon City
Feb 2024 – Aug 2024

Teleperformance – Vertis North

Customer Service Representative – Retail

- Assisting customers with their concerns via chat
- Providing details about customer's orders

Quezon City
Oct 2023– Jan 2024

Alorica – Centris

Customer Experience Agent – Telco

- Explaining and handling bill adjustments, plan changes, for customers who are prepaid and postpaid. • In charge of troubleshooting devices of the customer's whenever there is an issue regarding network connectivity.

Quezon City
June 2023 – October 2023

Leadership & Activities

STI College Munoz-EDSA

IT Capstone (Front-End Developer)

- In charge of designing the front-end of the proposed system “Pharma-Mediko: A Web-Based Ordering System and Point of Sale with Mobile Application for CoruMed Pharmacy” by using Bootstrap and Tailwind CSS. • In charge of developing the website using ReactJS and making the website applicable for PWA.

Quezon City
September 2022 – January 2023

Skills & Interests

Technical:

- Java
- C#
- React JS Front-End

- React-Bootstrap
- Wordpress
- SQL

Interests:

- 2D Animation
- Video Editing using Sony Vegas
- Basic troubleshooting.
- Website Designing using Figma

Character References:

• **Elizabeth Eloisa C. Lirag**
Senior Marketing Consultant
09550422620

• **Joyleen A. Hardin**
Junior Support Consultant
09762944708

• **Christian Cyrus Barsaga**
Access & ID Management Specialist 09153988090

• **Carlex Rol Jalmasco**
RCG Information Technology
09985551909