

Nicole Anne V. Reyes

Nicole.reyes26@gmail.com ❖ +63 917 279 7170 ❖ San Juan City, Metro Manila ❖ [Portfolio / Github](#)

WORK EXPERIENCE

Encora Management Services Philippines Inc

July 2024 – Sept. 2024

ServiceNow Consultant

Makati

- Hands-on experience with ServiceNow, focusing on customization, workflow automation, incident/problem management, and Service Catalog development.

Quantrics Enterprises, Inc.

Mar. 2023 – Mar. 2024

Web Developer

Taytay, Rizal

- Implemented a website rebrand using the internal frontend framework.
- Implemented standard web accessibility and testing to ensure full accessibility for individuals with disabilities using **WCAG 2.1**.
- Testing website using assistive technologies as screen readers (**NVDA**) and tools like **Color Contrast Analyzers, SiteImprove Accessibility Checker, Axe DevTools**.
- Translated Figma design components to functional HTML.

Sterling Global Call Center Inc.

Sep. 2020 – Feb. 2023

Web Developer

Ortigas, Pasig City

- Created an Inventory Management System that different departments could use for managing inventories such as Computer Hardware or Office Tools using **Codeigniter, HTML, JQuery, AJAX, CSS and MySQL**.
- Implemented a chat feature using **Socket.io** and developed hiring process modules for a Human Resources Information System (HRIS) using **Laravel, VueJS, and MySQL**.
- Implemented and supported various agent websites for clients and supports.
- Troubleshoot bugs, errors, and reported issues from **osTicket**.

Beleb Software Solutions Corp.

Aug. 2019 – Jul. 2020

Junior Web Developer

Shaw Blvd, Mandaluyong City

- Implemented reports and modules for clients and admins of BelebGO website using **Codeigniter, HTML, JQuery, AJAX, CSS and MySQL**.
- Implemented a responsive booking application for a client using **Google Maps API and Leaflet**.
- Troubleshoot bugs, errors, and reported issues for different systems.

San Juan City Hall

Sep. 2018 – Nov. 2018

Trainee

Pinaglabanan, San Juan City

- Created a help-desk system where employees could send their concerns regarding their computers or internet using **HTML, JavaScript, CSS and MySQL**.

EDUCATION

Far Eastern University - Manila

Graduated June, 2019

Bachelor of Science in Applied Mathematics with Information Technology

Sampaloc, Manila

SKILLS

- **Frontend Skills:** HTML; CSS; JavaScript; JQuery; Bootstrap; VueJS; ReactJS; WCAG; Servicenow
- **Backend Skills:** PHP; Codeigniter; Laravel; MySQL; Python
- **Graphics Skills:** Adobe Photoshop; Adobe Illustrator; Canva; Adobe XD; Figma

CERTIFICATIONS

- **ServiceNow Certified System Administrator**

Sep. 2024