JAN JEFFERSON LAM

PROFESSIONAL SUMMARY

IT professional experienced in developing websites and applications using HTML, CSS, JavaScript, and various frameworks including ReactJS, NodeJS, and Bootstrap. Skilled in software development tools such as Java, C++, and C#, as well as database management using MySQL, NoSQL, and Firebase. Knowledgeable in creating and deploying systems, managing databases, and providing technical support. Published research on establishing the syntactic rules of the Kankana-ey dialect using TensorFlow and created a mobile application for barter trading. Strong ability to teach and develop curriculum, as well as collaborate with team members and clients.

EXPERIENCE

Technical Support Representative Level 3, 02/2023 - Current
Support Ninja - Pampanga , Philippines

- Provided technical support as a Level 3 representative, answering customer tickets and providing guidance on NodeJS, JSON, and NoSQL usage

Web/App Developer, 12/2022 - 01/2023
WRTH Digital - London, United Kingdom

- Developing customized websites and applications tailored to meet client specifications and requirements

IT Professor, 09/2018 - 08/2022
University of the Cordilleras - Baguio City, Philippines

- Delivered comprehensive instruction on software development tools such as Java, C++, and C#, as well as web technologies including HTML, CSS, and JavaScript to future IT professionals.
- Introduced students to different frameworks for software development, including ASP.NET and Spring Framework, as well as web technologies frameworks like ReactJS and NodeJS.
- Taught students how to apply CSS frameworks such as Tailwind CSS, and also demonstrated proficiency in using frameworks like Bootstrap.
- Instructed students on database management using MySQL, NoSQL, and Firebase, ensuring a well-rounded education on both the front-end and back-end aspects of software development.

IT Staff, 01/2018 - 06/2018
Commission on Higher Education - La Trinidad, Philippines

- Developed a customized system for the office, managing the database and creating specific user accounts for various teams to ensure efficient workflow and security.

CONTACT

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CORE QUALIFICATIONS

- Programming Languages: Java, C++, C#, Python, JavaScript
- Web Technologies: HTML, CSS, JavaScript, Node.js, ReactJS
- Frameworks: Spring Framework, ASP.NET, Bootstrap, Tailwind CSS
- Databases: MySQL, NoSQL, Firebase
- Tools: Git, Visual Studio
- Project Management: Agile, Scrum, Waterfall

- Deployed the system on the office's server, providing end-user support and troubleshooting as needed.

EDUCATION

Masters, **Information Technology Professional Science Masters Track**, **2021**
University of the Cordilleras - Baguio City
- Published research paper titled "Establishing the Syntactic Rules of the Kankana-ey Dialect using TensorFlow," which focused on using machine learning techniques to analyze the structure of a local dialect.
- Developed a capstone study called "Kubo: Mobile Application for Barter Trading," which involved designing and building a mobile application for facilitating barter trading among local communities.

Bachelor of Science, **Information Technology**, **2017**
University of the Cordilleras - Baguio City
- Completed courses in web development, software engineering, database systems, and network administration
- Gained hands-on experience in creating web applications using HTML, CSS, JavaScript, PHP, and MySQL
- Developed knowledge in programming languages such as Java, Python, and C#
- Participated in group projects that involved designing and implementing software systems
- Learned fundamental concepts in computer science and information technology, including algorithms, data structures, and computer networks