JAZZRELL FRIAN P. ABAD

Full-Stack Web Developer

Email: abadjazzrell@gmail.com
Phone: +63 9611940619
LinkedIn: https://www.linkedin.com/in/jazzrellfrian-abad/
Portfolio: https://abadjazzrell.github.io/webportfolio/

SKILLS:

- Designed and created a static mobile friendly portfolio website hosted in GitLab
- Developed an E-Commerce API using Node and Express.js
- Completed a Full-Stack Application using the MERN Stack

WORK EXPERIENCE:

Cognizant Techonology Solutions

Process Executive | 06 June, 2022 - Present
- Updates account information to maintain customer records.
- Collected and analyzed customer information to prepare product or service reports.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Maintained up-to-date knowledge of product and service changes.

Municipality of Pagsanjan | LGU

Admin Assistant| 03 May, 2021 - June 2022
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Received and sorted incoming mail and packages to record, dispatch or distribute to correct recipient.
- Edited documents to improve accuracy of language, flow and readability.
- Offered technical support and troubleshot issues to enhance office productivity.

Sutherland

Customer Service Representative| December 2020 - February 2021
- Assisted call-in customers with questions and orders.
- Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.
- Resolved concerns with products or services to help with retention and drive sales.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

iQor Sta Rosa

Customer Service Representative| July 2020 - November 2020
- Assisted call-in customers with questions and orders.
- Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.
- Resolved concerns with products or services to help with retention and drive sales.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

WORK EXPERIENCE:

Amazon (Inhouse)
Customer Service Associate | August 2018 - March 2019
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Developed and actualized customer service initiatives to decrease wait times.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responded to customer calls and emails to answer questions about products and services.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.

iQor Dasmarinas
Customer Service Representative | September 2018 - February 2019
- Assisted call-in customers with questions and orders.
- Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.
- Resolved concerns with products or services to help with retention and drive sales.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

New Media Services (Freelance)
Chat Support Representative (Team Leader) | March 2012 - July 2018
- Identified issues, analyzed information and provided solutions to problems.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Used coordination and planning skills to achieve results according to schedule.
- Participated in team-building activities to enhance working relationships.
- Improved operations through consistent hard work and dedication
- Managed team of employees, overseeing hiring, training and professional growth of employees
- Collaborated with team members to achieve target results

EDUCATION:

Zuitt Web Developer Program (MERN Stack)
Main Course Package [Completer / Attended]
Nov 2022 - Feb 2023

AMA Computer Learning Center
Associate Degree in Computer System Design And Programming
Jun 2008 - Apr 2010

CAREER SUMMARY:

Dedicated Full-Stack Developer professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.