



DIANE DE GUZMAN

WORDPRESS DEVELOPER

ABOUT MYSELF

Hello, I'm Diane. I'm an experienced comp. operator for 7 years, until I switched to web development. Apart from that, I'm also a competent software license agreement officer for a year.

As an IT professional, my area of expertise focuses on giving technical assistance to customers who are facing technical issues with the system software that my previous company provided, as well as monitoring 600+ clients' databases.

Using WordPress and my working knowledge of React JS, I create websites and wanted to apply my web-building skills in practice.

EXPERIENCE

SLA OFFICER : 2022 – 2023 *Servo IT Solutions*

- Monitoring DATABASES of more than 600 clients (mostly hotels and restaurants that are partners of Servo. Also, scheduling replication (backups) and migration of clients' property.
- Monitoring client's subscriptions with CRM (Premium Support Services, Domain Names, Email Hosting).
- Company's first responder for technical assistance services
- Organizing and gathering confidential information from Servo's partners and clients.

Software Developer I : 2021 (Sept. to December) *Servo IT Solutions*

- Creating a react website for clients

Wordpress Developer : 2019 (Aug. to December) *Sublime Web LLC*

- creating a WordPress website using divi theme (builder) and elementor page builder, email support

Computer Operator I : 2013 – 2019 *Department Of Tourism, Naia 1*

- Encoding arrival and departure cards with a 1650 quota per day
- Sort Cards

EDUCATION

2012–2010 **University Of Baguio**

Bachelor of Science in Information Technology

Attended from 2010–2011 (undergrad.)

Associate of Computer Technology Major in Multimedia and Web Design

Attended from 2010–2012 (undergrad.)

2003–2007 **Pines City National High School**

Attended from 2003–2007

1996–2003 **Coliling Elementary School**

Attended from 1996–2003

MY CONTACT

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Portfolio

<https://yannie.info/>

EXPERTISE

- With knowledge in CRM (SLA work)
- With knowledge Divi theme, elementor
- With knowledge of CSS,HTML,SASS,SEO
- With knowledge in MySql
- Basic Tech Support
- Coding (basic in ReactJS)

REFERENCES

Maureen Mondaga

Admin Tech

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09699100398