ALEXANDER P. TONIO

<WEB DEVELOPER && TECHNICAL SUPPORT/>

A dedicated and skilled professional seeking a challenging position as a **Web Developer & Technical Support Specialist**, leveraging my expertise in web development and strong problem-solving abilities to deliver innovative solutions and provide exceptional technical support to enhance organizational efficiency and user experience.

Contact

Phone
- +63 9064072090

Email
- tonioalex18@gmail.com

Address
- #22 Luna Street Poblacion, Binmaley, Pangasinan.

Web Portfolio
- https://alexandert19.github.io/alexandert19/

Expertise

- Technical & Sales Support (Voice/Non-Voice)
- Web Development.
- Photoshop, Canva , Figma
- WordPress & Shopify
- Hardware and Software
- troubleshooting (PC,printer,mobile)

Language

- English
- Filipino

Reference

Kai Sy
Team Leader
Phone: N/A
Email : Kai_Sy@trendmicro.com

Errol Dumalasa
Project Manager
Phone: N/A
Email : eustass23law@gmail.com

Experience

April 2023 - Present
Guanzon Group Of Companies | Perez Blvd, Dagupan City Philippines (On-site)
Front End Web Developer
- I am currently involved in crafting a dynamic and engaging company website dedicated to showcasing an impressive array of cars and motorcycles.

Skills: Postman API · jQuery · AJAX · HTML AND CSS · Flatsome · PHP · WordPress · JavaScript

June 2022 - Present
Freelance| Working Remote
Freelance (Part-Time)
- Experienced in web development with expertise in WordPress, along with strong skills in hardware and software troubleshooting, computer & mobile technology, and providing technical support.

Skills: Sales · Wordpress · Computer Hardware and Software Troubleshooting · Figma || Canva · Javascript

March 2021 - May 2022
Trend Micro | 7-10F Rockwell Business Center II, Ortigas Ave, Pasig, Philippines || Working Remote
Cloud Security Engineer (Technical Support)
- Provided multi-channel technical customer support for Trend Micro products, cybersecurity awareness, virus removal, and scam prevention.
- Recognized as "The Product Matchmaker" with the highest client recommendations for engineering solutions.
- Selected as "Product Consumer Corps," instrumental in departmental support by developing an Articulate Storyline simulator for guiding new engineers through navigating Trend Micro products.
- Appointed as Verifier, responsible for liaising with Marketing Team, processing refund requests, assisting engineers with sales concerns, and ensuring meticulous attention to detail
- Achieved the highest score in FMA assessment, earning departmental recognition and Certificate of achievement.

Skills: Microsoft 365 · Remote Troubleshooting · Technical and Sales · Jira · Cybersecurity · Articulate Storyline · Computer Hardware and Software Troubleshooting · Canva · Customer Service

January 2020 - November 2020
FennecTeck | Working Remote
Freelance Web Developer (Part-Time)
- Skilled web developer proficient in Shopify and WordPress. Delivered two client websites, showcasing expertise in both platforms.

Skills: PostgreSQL · Shopify · WordPress · HTML · Cascading Style Sheets (CSS) · Ruby on Rails

July 2019 - January 2020
RNR Digital Consultancy Philippines (On-Site)
Associate Software Engineer
- I have successfully built a project website akin to Reddit using Javascript & Ruby Rails.
- Experienced web developer adept at utilizing Scrum methodology for project development.

Skills: Heroku · Git · PostgreSQL · React.js · HTML · Cascading Style Sheets (CSS) · Ruby on Rails · JavaScript

Certificate & Seminars

- 2023 Scrum Fundamental Certified (SFC) - Scrum Study
- 2023 Agile Scrum Training - Master Project Of Academy
- 2023 Vulnerability Management Detection and Response (VMDR)
- 2023 Oracle MYSQL Badge
- 2023 Mastering React JS - codewithmosh
- 2021 Fundamental of Malware Awareness 3.0 For Support
- 2021 Oath To Growth Talk
- 2020 Sunlife Training Course (Licensed Financial Advisor)
- 2019 Computer Systems Servicing NC II
- 2018 July Tech Series: CCTV Installation
- 2018 August Tech Series: Cyber Security
- 2018 August Tech Series: Dealing With API'For Mobile Development
- 2018 August Game Development Using Unity 3D 2018Mobile Development
- 2018 Sept Cryptocurrency

Education

2015
High School Diploma
Binmaley Catholic School

2019
Bachelor of Science In Information Technology (Major in Programming)
PHINMA-University Of Pangasinan