ANGELIKA MANALANG

WEB DEVELOPER

MY CONTACT

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SKILLS

- Front-End Development
- Back-End Development
- Full-Stack Development
- Responsive Web Design
- Programming
- Customer Service
- Data Analysis
- Attention to Detail

TOOLS

- MongoDB · Express.js
- React.js · Node.js · Next.js
- JavaScript · Bootstrap
- Cascading Style Sheets
- Tailwind · HTML · Postman
- Gitlab · Git · GitHub

EDUCATION

Zuitt Learning Institute Incorporated | 2023
Web Developer Program

Technological University of the Philippines | 2013-2017
BS in Entrepreneurial Management

EXPERIENCE

Telus International Philippines, Inc. I 2022–2023
Customer Experience Analyst

- Created effective recommendations in driving account performance, and consistency of quality assurance.
- Investigated customer complaints and non-compliance to customer experience standards using root cause analysis.
- Reviewed, analyzed, and interpreted data affecting customer experience metrics highlighting areas for improving immediate necessities.

Telus International Philippines, Inc. I 2021–2022
Customer Service Representative

- Resolved customer questions using a variety of software tools, while also creating an exciting, personalized customer experience.
- Assisted users with general inquiries, product support, service information, order processing, and technical issues.

TRT Global Solutions Philippines Inc. I 2019 - 2020
Business Development Associate

- Generated leads and extracted data from B2B contact database.
- Led in preparing hardware and software maintenance quotations for PH and AU clients.
- Created job procedures and used them as guide for training new team members.

China Banking Corporation I 2017–2019
Bank Teller

- Verified amount and authenticity of cash as well as details of checks received to ensure negotiability.
- Posted deposits, withdrawals as well as other debit and credit transactions to customer's account through proper validation.