



# GILBERT JOSE

WEB DEVELOPER

## PROFESSIONAL SKILLS

JavaScript  
React  
Firebase  
HTML5, CSS3  
Responsive Design  
Sass  
JavaScript tooling with Gulp  
Git and GitHub  
Visual Studio Code  
Website Accessibility

## PERSONAL SKILLS

Team player  
Self-motivated  
Courteous and conscientious  
Organized  
Time management  
Driven to learn and grow

## CONTACT

P: 416-275-8784  
E: [code@gilbertjose.ca](mailto:code@gilbertjose.ca)  
W: [www.gilbertjose.ca](http://www.gilbertjose.ca)

## SOCIAL



[linkedin.com/in/gilbertjose](https://www.linkedin.com/in/gilbertjose)



[github.com/bet-code](https://github.com/bet-code)



[@gilbert\\_j5](https://twitter.com/gilbert_j5)

## ABOUT

I am a web developer and technology enthusiast with over 10 years of professional IT technical support and customer service experience in a telecommunication environment. Looking forward to working in a team and grow within an organization.

## WORK EXPERIENCE

### TECHXPERT TECHNICAL SUPPORT

*Rogers Communication | Jun 2011 - Jul 2016*

- Resolve complex technical issues such as PC optimization, virus eradication, data recovery, network connectivity etc.
- Provide support on wide range of Operating Systems such as iOS, Android, Blackberry, Windows and Mac
- Setup and configure home networking devices, such as home routers, wireless printers, security cameras etc.
- Problem solve with emphasis on fixing root cause.

### WIRELESS LIVE CHAT TECHNICAL SUPPORT

*Rogers Communication | Sep 2009 - Jun 2011*

- Utilize vendor's software and tools to identify and support issues such as software incompatibility, data synchronization, backup and OS re-install.
- Diagnose and troubleshoot mobile network connectivity.
- Configure and troubleshoot mobile OS settings, email and device features.

## EDUCATION

### WEB DEVELOPMENT IMMERSIVE CERTIFICATE

*HackerYou College of Technology | Jan 2017- Dec 2017*

### COMPUTER SYSTEM AND NETWORKING

*Xintra College | 2002 - 2003*