



Gerico Mangali

To be able to find an entry level wherein I can fully utilize my skills and knowledge where I can maximize my strengths with web development, IT support operations, expose more to business processes, customer service experience and further enhance them to contribute to my development as a person and to be able to be a part of a team whose development I can contribute to as a member, in preparation for my future career.

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📍 Malabon, Philippines

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EDUCATION

Tertiary

City of Malabon University (CMU)

2018 - 08/2022

Graduated

Courses

- Bachelor of Science in Information and Technology

SKILLS

- Adaptability
- Computer System/Software Literate
- Ability to Work Under Pressure
- Improving Customer Experience
- Analytical Thinking Skills
- Product & Business Process Knowledge
- Team Collaboration / Communication

WORK EXPERIENCE

Customer Sales & Service Representative

Inspiro Relia Incorporation (Formerly SPI CRM Inc.)

11/2020 - 02/2021

WFH setup - Philippines

Achievements/Tasks

- Responsible for taking calls on voice. Also for non-voice such as chat support and email support, developing and documenting knowledge into helpful content using software systems.
- Answering questions about a company's products or services & Processing orders and transactions by cross selling / up-selling and service-based selling.
- Resolving issues and troubleshooting technical problems & providing proactive customer outreach and Improving customer experience by complaint resolution .
- Support in the development of programs to train the customer on how to properly use the products, websites and procedures.

Web Developer - Intern (OJT - 486 HRS)

Pisopay.com Inc

03/2022 - 06/2022

Makati City, - Philippines

a financial technology and a licensed remittance and transfer company regulated by Bangko Sentral ng Pilipinas that aims to deliver fully integrated and secure financial payments that is truly built for businesses and individuals.

Achievements/Tasks

- Started 1 local e-commerce website for internal project design as one of front end developers & determine the Structure and Design for the website architecture.
- Collaborated with 2 back end developer interns and UI designer to improve web page usability and design using VCS Git practices using Github.
- Ensure best user experience by implementing user friendly site as well ensuring the responsiveness and accessibility of the web design across different devices
- Responsible for linking a concept with HTML, CSS, and basic JavaScript,
- Maintain the balance between the functionality and the use of aesthetic design.

TECHNICAL SKILLS

HTML5 - Basics, Forms and Validations, basic accessibilities & practices. CSS3 - Layouts, Responsive Design, Media Queries, Preprocessor and Frameworks (SASS, Bootstrap, Tailwind CSS), Vanilla JavaScript.

Good working knowledge of Integrated Development Environment (IDE) technology - VS Code (shortcuts and extensions, emmet, snippets) & VCS like Git.

Basic knowledge, on basic programming fundamentals in programming languages like C, Python, Vanilla JavaScript, PHP, and MySQL for database.

Good knowledge of the operating systems and relevant hard- or software like Microsoft Office Applications- MS Excel, MS PowerPoint, MS Word.

Knowledge and familiarity using software systems like Citrix VM, Genesys Cloud CX and Zendesk for Customer Sales/Service Support.

ACHIEVEMENTS

Dean's Lister Awardee (04/2018 - 2019)

For higher remarkable academic performance under the College of Engineering and Technology .

PROJECTS

Personal Portfolio Website (03/2022 - 04/2022)

Achieved a knowledgeable experience on creating such basic layouts using HTML5 Basics, Conventions & Best practices. Learned to apply Native CSS - Responsive Design, Media Queries

Add to Cart for E-Commerce (03/2022 - 07/2022)

Front-end developer that is responsible for creating structure and implementing HTML, CSS, JS, PHP, SQL, for add to cart feature..

Real Time Illegal Parking Detection (2021 - 10/2021)

Add motion detection to IP camera using python connected to laptop as server and local storage with automatic and manual image capture and notification alert messages to server and telegram application using bot.

CERTIFICATES

Modern Web Design (06/2022 - Present)

Tackled the process of building a simple, responsive website using HTML, CSS and JavaScript by Aquent Gymnasium securely issued via Accredible. on June 21, 2022..

DICT-WD002 Using HTML and CSS to Design a Website (06/2022 - Present)

By Department of Information and Communications Technology through the Modern Academics Convergence Hub (MACH) on June 22, 2022