GIDEONS PIANO

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WORK EXPERIENCE

Freelance Front-end Developer   **Nov 2025 - Present**

- ·Built and maintained a multi-page portfolio website showcasing technical support experience, web development and multimedia editing experience through structured content, FAQs, and user-friendly sections.
- ·Debugged UI issues, improved navigation flow, and optimized user interactions to deliver a smooth client experience.
- ·Designed and developed responsive, user-friendly web interfaces using React, JavaScript, HTML, CSS, and Tailwind, focusing on clarity and usability.

Technical Support Specialist, Foundever Inc.   **Nov 2021 – Nov 2025**

- ·Provided remote assistance to customers experiencing technical difficulties on QuickBooks
- Desktop, guiding them through step-by-step resolutions with patience and professionalism.
- ·Documented client interactions in detail with case management and ticketing systems, ensuring comprehensive records were maintained.
- ·Assisted end-user clients with installation issues, advanced troubleshooting and setup guide, as well as pricing subscription inquiries to generate lead sales.

Liquidation Specialist, San Miguel Integrated Logistics Services Inc.   **Dec 2020 – Nov 2021**

- ·Validated shipment, billing, and liquidation documents using SAP and Excel, ensuring accurate data processing and system records.
- ·Analyzed inventory and return reports, transacting returned and incorrect items in SAP to support warehouse and logistics operations.
- ·Resolved invoice and delivery discrepancies by coordinating with sales, logistics, and warehouse teams through digital communication tools

Fleet Support Associate, TaskUs Inc   **Aug 2019 – Sep 2020**

- ·Provided multi-channel technical and application support (phone, email, chat) to drivers using a mobile platform, utilizing Zendesk, Amazon UJET, and Shopify to investigate and resolve order-related issues.
- ·Managed high-volume support queues while maintaining accurate ticket documentation and clear communication with drivers and internal teams.
- ·Troubleshoot delivery, order flow, and app usage issues in real time to ensure smooth fleet operations and timely service

EDUCATION

Cavite State University - Bachelor of Science in Information Technology (2018)
Scholarship recipient for 5 semesters
Coursework :

- ·Programming: Object-Oriented Programming, Database Management Systems, System Analysis and Design
- ·Web/Software Development: Computer Graphics, Multimedia Systems, Advanced Database Management Systems
- IT Fundamentals: Information Technology Fundamentals, Computer Programming

SKILLS

- ·Languages: HTML, CSS, JavaScript, ReactJS, Tailwind CSS, PHP, MySQL
- ·Technical Skills: Salesforce B2B, Zendesk, Git + Github, Agile Methodologies