

# GIDEONS PIANO

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## 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

## Experience

### Freelance Front-end Developer

Nov 2025 - Present

#### Self-employed

- 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, Team Lead

Dec 2020 – Nov 2021

#### San Miguel Integrated Logistics Services Inc.

- 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

Aug 2019 – Sep 2020

#### TaskUs Inc

- 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

**Billing Specialist**  
**IQOR Philippines**

**Feb 2019 – Jun 2019**

- Extensive support to onshore clients regarding cable, mobility and billing inquiries/concerns.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.
- Collaborated with team members to achieve monthly targets and optimize workflow efficiency.

**Technical Support Associate**  
**Concentrix**

**Aug 2018 – Feb 2019**

- Assisted end-user clients with QuickBooks installation issues, advanced troubleshooting and setup guide using remote tools and case management systems to ensure accurate documentation.
- Handled escalation calls regarding payroll issues such as issuing checks, payroll error messages, and payroll tax filing.

**Skills**

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

**Additional Information**

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- **Languages:** English, Filipino
- **Certifications:** Lean Six Sigma – White Belt 2022