Richanne Harri Fano

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Portfolio: harrihow.github.io/harri-fano/

Professional Summary

Aspiring Junior Web Developer and Computer Engineering graduate with a growing foundation in web development. Built and shipped small React apps, including a Ticket Helper Generator used in daily work, and a deployed portfolio. Comfortable turning requirements into simple, usable UIs with HTML, CSS, and JavaScript, and iterating quickly based on feedback. Coachable, highly motivated, and eager to contribute on real tickets, pair program, and grow with mentorship.

Technical Skills

- Web development (foundational): HTML5, CSS3, JavaScript (ES6+), React (components, hooks; small apps)
- Programming (fundamentals): Java, JavaScript (OOP, collections, projects)
- Version control: Git/GitHub (branch, commit, PR; GitHub Pages deploy)
- Web basics: HTTP & JSON, Chrome DevTools
- Core strengths: Communication, active listening, problem-solving, documentation, time management, collaboration

Projects

https://harrihow.github.io/react-ticket-helper-generator/
Ticket Helper Generator — React (personal workflow tool)
  • Form-driven app that standardizes inputs and auto-generates ticket notes; used personally in day-to-day work.
  • Built with React state and basic validation; focused on clear copy and simple flows for non-technical users.

https://harrihow.github.io/harri-fano/
Personal Portfolio — React
  • Responsive portfolio showcasing learning progress and projects; deployed via GitHub Pages.
  • Componentized layout with hooks; simple CI via Git commits.

PROFESSIONAL EXPERIENCE

Sagility (1Yr)– Bridgetowne, Pasig
Customer Service Representative
September 2, 2024 – Up to Present

• **Radiology Partners**: Scheduled laboratories and handled billing inquiries; documented accurate case notes.
• **Aetna (Technical Support):** Guided members through account setup and website flows; explained benefits in plain language.
• **BroadPath (After Hours & Virtual Reception)**: Coordinated caregiver/client scheduling and addressed urgent concerns.
•Met team expectations for quality and response times; adapted quickly to new systems and processes**.**

INDUSTRY SYSTEMS & CRMs — learned on the job

Zendesk; AMS (Sandata, MatrixCare, AlayaCare, HHA, Axxess); Workday; Paradox
• Used for ticketing, scheduling, documentation, billing inquiries, and case routing.
• Onboarded quickly and wrote clear notes/macros to improve handoffs.

Education

College	**B.S. Computer Engineering**	2014-2019
Institute/University	Asian Institute of Computer Studies (Commonwealth)	
High School	**Balara High School**	2011-2014
Elementary	**Balara Elementary School**	2008-2011

Personal Particulars and Preferences:

Date of Birth: October 10, 1997
Nationality: Filipino
Language: English

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