

## CONTACT

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## SKILLS

- Knowledgeable in Salesforce
- Knowledgeable in Shopify
- Knowledgeable in Domains and DNS editing
- Works well independently and within team environment
- Dell Certified Technician
- Proficient in computer's software & hardware troubleshooting
- Front-End Development
- Cascading Style Sheet
- HTML
- GIT
- Gitlab
- Bootstrap
- Semantic HTML
- GitHub
- Responsive Web Design
- Back-End Development
- MongoDB
- NoSQL
- Express.js
- Node.js
- JavaScript
- Database Design
- Postman

# James Marvin ERONICO

## WORK EXPERIENCE

**Customer Service / Technical Support Representative – December 2014 – August 2022**

### Technical Support Representative

*ActivePipe, Smart Sourcing (April 2022 to August 2022)*

- Provides assistance to real estate agents and businesses in using the email automation system and troubleshooting the created campaigns.

### Shopify Advisor

*Shopify, 24-7 Intouch - Cebu City (January 2021 to April 2022)*

- Provides assistance to merchants who needs guidance in setting up their Shopify store. Provides support for any issues that the merchant will encounter using the Shopify platform.

### Marketing Service Representative

*Author Solutions Philippines Inc (July 2016 to November 2019)*

- Make sure services are fulfilled in a timely manner. Provide solutions to author's complaints in terms of their marketing services. Investigates if authors were given different expectations towards the services they purchased.

### Technical Support Representative

*DELL, Convergys Philippines Inc. (December 2014 to August 2015)*

- Provides one time call resolution to end users and PC technicians. Books necessary replacement parts for the customers and make sure the parts arrive in time on a daily basis.

## EDUCATION

### UNIVERSITY OF SAN JOSE-RECOLETOS

- Bachelor of Science in Business Administration Major in Financial Management
- S. Y. 2009-2011

### Zuitt Web Developer Program (MERN stack)

- Main Course Package
- Attended February 6 – March 22, 2023