

# JAY-R SAN MOCTE

FRONT END WEB DEVELOPER



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Jaysanmocte08@gmail.com



Pinagsama, Taguig City



Hybrid, Onsite or WFH Setup

## PERSONAL SKILLS

- Design Thinking
- Web Design
- Front End Coding
- Problem Solving
- Strong Communication
- Fast Learner
- HardWare And Software TroubleShooting

## LANGUAGES & FRAMEWORKS

- HTML
- CSS
- JAVASCRIPT
- BOOTSTRAP
- REACT JS
- LARAVEL

## DATABASE, TOOLS & OTHER SKILLS

- VERCEL
- MYSQL
- PHPMYADMIN
- GIT/GITBASH
- PHOTOSHOP

## PROJECT

- <https://specialdoggy-1fu8.vercel.app>
- <https://plumbing-mu.vercel.app/>

## PERSONAL DATA

- Date of Birth: October 12, 1993
- Birthplace: Muntinlupa City
- Age: 29 years old
- Sex: Male
- Citizenship: Filipino
- Religion: Roman Catholic
- Civil Status: Married

## PROFILE INFO

Aspiring Frontend Developer with a strong foundation in React.js, JavaScript, HTML, and CSS, seeking opportunities to leverage my technical expertise and creative skills to build immersive and user-friendly web applications.

## EDUCATIONAL BACKGROUND

KODEGO BOOTCAMP APRIL- JULY 20223

FULL STACK WEB DEVELOPMENT

LAGUNA SCIENCE TECHNOGY COLLEGE 2018

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

## WORK EXPERIENCE

### TELETECH

#### CHAT SUPPORT JULY - DECEMBER

- As a Chat Associate, I interact with customers through live chat, addressing a wide range of financial inquiries and concerns related to banking products and services, transaction history, refunds, account changes, and disputes. I ensure compliance with policies and procedures, provide exceptional customer service, and strive for 100% fulfillment of customer commitments, handling interactions with skill, care, and professionalism.

### MODERNTECH COMPUTER SYSTEM INC

#### HELPDESK SUPPORT NOVEMBER-OCTOBER

- In my role, I am responsible for efficiently logging and updating service calls in the MCSI database (TSMS) TICKETING SYSTEM, conducting parts monitoring, proactive dispatching and monitoring of service calls, handling issues and escalations, validating ITSS Daily Activity Reports, meeting client KPIs and SLAs, creating quotations for parts and labor, and ensuring strong client satisfaction through effective communication and organizational skills.

### TOSHIBA INFORMATION INC

#### SYSTEM SUPPORT TECHNICIAN AUGUST - APRIL

- Experienced professional with a strong background in 1st line technical support, user administration, software recovery, and program modification loading. Skilled in ensuring network stability, server monitoring, and providing remote support, while proficiently handling IT equipment installation and support for optimized productivity.