

# JENNYLYN DIANNA B. SUPLITO

## CONTACT INFO



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LinkedIn

➤ <https://www.linkedin.com/in/jennylyn-dianna-suplito-b9358b261/>



Portfolio

➤ <https://jdsuplito.github.io/suplito-capstone-1/>

## SKILLS

- Responsive Web Design
- Front-End Development
- Bootstrap
- CSS
- HTML
- GitHub
- Gitlab
- Git

## ABOUT ME

- My prior experience as a service crew and technical support honed my abilities in ensuring customer satisfaction and resolving technical issues. Additionally, my attendance at Zuiitt Bootcamp allowed me to focus on strengthening my coding skills and gaining a comprehensive understanding of the fundamentals required to pursue my goal of becoming a full-stack web developer.

## SKILLS SUMMARY

### PROGRAMMING & WEB DEVELOPMENT

- (Skills Acquired in Zuiitt Bootcamp)
- Designed and created a static mobile friendly portfolio website hosted in GitLab.
- Developed an E-Commerce API using Node and Express.js.
- Completed a Full-Stack Application using the MERN Stack.

## WORK EXPERIENCE

### TECHNICAL SUPPORT CALL CENTER AGENT

- Harte Hanks (Nov 2016 – Mar 2017)
- Successfully resolving complex technical issues for clients, leading to increased customer loyalty.
- Contributing to team efforts to improve call handling times and customer satisfaction scores.

### SERVICE CREW

- McDonald's (Jul 2012 – Aug 2013)
- Maintaining a high level of accuracy and efficiency in fulfilling customer orders and handling customer complaints.
- Contributing to a positive and productive work environment through strong teamwork and collaboration with colleagues.

## EDUCATION

### Zuiitt Web Developer Program (MERN Stack)

- Main Course Package [Ongoing]
- January 9 – April 2023

### Zuiitt Web Developer Program

- Short Course Package [Ongoing]
- April 2023

### Rizal Technological University

- College of Engineering & Industrial Technology [Undergrad]
- 2012 - 2013