JENNYLYN DIANNA B. SUPLITO

CONTACT INFO

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Portfolio: https://jdsuplito.github.io/suplito-capstone-1/

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 Zuitt 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.

SKILL SUMMARY

PROGRAMMING & WEB DEVELOPMENT (Skills Acquired in Zuitt Bootcamp)
Designed and created a static mobile friendly portfolio website hosted in Github.
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

ZUITT WEB DEVELOPER PROGRAM (Bootcamp)
Main Course Package (MERN Stack)
January 2023 – April 2023
Short Course Java Package (Intro to java, MySQL, Spring Boot)
April 2023 - May 2023
Short Course AWS Fundamentals (EC2, S3)
May 2023

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