Jojie Lad M. Lanete

Contact

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Address
Talamban, Cebu City
Philippines

Education

2019-2023

Bachelor of Science in Information Technology

University of Southern Philippines Foundation

Technical Skills

- Front-end: HTML, CSS, JavaScript, Bootstrap, WordPress
- Back-end: PHP, Laravel, MySQL
- Version Control: Git, GitHub
- Agile Methodologies
- Web Optimization, Responsive Design
- Adobe Analytics

Certificates and Trainings

- 2023 Transformation Summit- Cebu Interschool Hackathon
- USPF CCS Hackathon 2022
- Array List
- Customer Service Digital Approach
- Designing Infographics
- Discover What's #Next: Data Science
- Intro GIT and GITHUB
- Web Development
- Workplace Communication

Experience

2023
Proweaver Inc.
Web Developer
- Developed and maintained client websites using HTML, CSS, JavaScript and PHP.
- Implemented optimizations for performance, SEO and UX.
- Tested responsiveness across devices and fixed browser compatibility issues.

2023 - Current
Remie Australia
IT CONSULTANT (On-call)
- Ensured security of devices from malware and other threats.
- Troubleshoot issues between Virtual Assistants and clients.
- Conducted monthly audits of devices to verify security protocols.

2023
Accenture Inc. Philippines
ADOBE ANALYTICS DEVELOPER (Internship)
- Collaborated with cross-functional product teams over a 12-week internship to build an automated conversational claims assistance solution for a major insurance client.
- Conducted user research and analysis on 50+ customer service calls to identify top queries and pain points.
- Designed conversation flows for top 5 claims assistance use cases that helped reduce call resolution time by 20%.
- Developed NLG-based chatbot mockups on the Clara platform with scenarios, dialogs aligned to defined conversation schema.
- Created 10 test cases to validate chatbot behavior; reported defects contributing to a 60% resolution rate during UAT.
- Authored Technical Design Document encompassing system architecture, component specifications for enterprise-scale rollout.
- Presented TDD with UI mockups to client leadership; recognized for creative solutioning.

2019-2022
American Appraisal Alliance
REAL ESTATE VIRTUAL ASSISTANT
- Supported real estate valuation through administrative tasks.
- Scheduled property inspections though call and email.
- Researched and added properties to system for appraiser review.
- Provided customer service via live chat and email.

2015
Teletech
CHAT AND EMAIL SUPPORT
- Engaged with clientele via live chat and email channels to address inquiries, resolve issues, and troubleshoot concerns promptly.
- Diligently recorded each customer query or issue alongside its corresponding resolution, ensuring comprehensive documentation.
- Maintained adherence to client policies by providing timely and professional responses to customer inquiries via chat and email platforms.

Reference

Myka Misa
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Supervisor, Proweaver Inc.
Phone: +639273092616
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