



## Contact

### Phone

+63 9617969734

### Website

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### Address

Sola Plains, Talamban, Cebu  
City Philippines

## Education

2019-2023

### Bachelor of Science in Information Technology

University of Southern Philippines  
Foundation

## Skills

- Problem Solving
- Computer Literacy
- Project Management Tools
- Strong Communication
- Process Flows

## 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
- USPF CCS Hackathon
- Dean's Lister (since 2020)

# JLAD LANETE

## Experience

2023

Accenture Inc. Philippines

### ADOBE ANALYTICS DEVELOPER (Internship)

- Working closely with stakeholders and implements the necessary tracking codes, tags, and configurations to capture relevant data from different digital touchpoints. This may include setting up event tracking, e-commerce tracking, conversion goals, and other custom tracking requirements.
- Ensures that data is accurately collected and processed by Adobe Analytics.
- Creates and maintain rules and conditions within the tag management systems (TMS) to control when and where data collection occurs.
- Troubleshoot technical issues, identify data discrepancies, and ensure data quality.

2016-2022

American Appraisal Alliance

### REAL ESTATE VIRTUAL ASSISTANT & WEB DEVELOPER

- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Set appointment schedule for the inspection of property through call or email.
- Research and upload property to the system for appraisers perusal.
- Conducts market analysis of real estate properties.
- Database administration.
- Assisting with the testing and maintenance of backend and front-end applications.
- Collaborating with developers to implement new web features.

2015-2016

Teletech

### CHAT AND EMAIL SUPPORT

- Communicate with customers through live chat or email to answer questions, solve problems, and troubleshoot issues raised.
- Document each customer's question or problem as well as the resulting answer or solution.
- Prompt chat and email response to customers adhering to client policies.

2014-2015

Bench

### DATA ENCODER

- Transcribed information into required electronic format to enter in to bench database.
- Maintained database by entering new and updated product count information.
- Maintained daily production logs of activities and completed work.

## Reference

### Myka Misa

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Alliance

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### Denika Denise Tañedo

Supervisor, Bench

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