Jobby Noel Gonzales

CONTACT

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PROFESSIONAL SUMMARY

I am a Technical Assistant with a background in Computer Science and customer support. I combine my programming skills with the efficiency I learned working at Amazon. I am comfortable handling data, building websites, and solving technical problems. I learn new software very quickly and I am looking for a role where I can help a business run smoothly.

TECHNICAL SKILLS

- Web Development: HTML5, CSS3, JavaScript, React.js Basics.
- Admin & Data: Google Workspace (Docs, Sheets, Drive), Microsoft Excel, Data Entry.
- Tools: Trello, Slack, Zoom, GitHub, VS Code.
- E-commerce: Amazon Seller Central (Risk & Fraud Analysis), Order Tracking.
- Soft Skills: Fast Learner, Attention to Detail, English Proficiency, Problem Solving.

PROFESSIONAL EXPERIENCE

Fullstack Developer | 2025 – Present
Remote | Freelance

- Designed and built responsive personal portfolio websites using HTML5, CSS3, and JavaScript
- Created mock-up landing pages for e-commerce brands to practice frontend design and mobile responsiveness

Risk & Concession Abuse Specialist (CSR) | 2024–2025
Amazon

- Ranked #2 among 1,000+ agents, consistently exceeding efficiency and quality targets
- Mitigated financial loss by identifying and blocking fraudulent refund claims on flagged accounts
- Resolved 50+ high-risk inquiries daily with a top-tier 3.25-minute average handle time

Registrar's Assistant | 2023
Cavite State University

- Digitized 500+ student academic records, significantly improving data accuracy and retrieval speed
- Streamlined administrative workflows by managing document preparation and daily student inquiries

EDUCATION

National College of Science & Technology | 2023–2024
BS Computer Science (Undergraduate)

- GPA: 1.50 | US Equivalent: 3.7