

JO ANN FRANCISCO

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San Carlos City, Philippines 6127

FULL-STACK WEB DEVELOPER

Former banking professional with 15 years of proven experience in customer service, team leadership, and detail-oriented problem-solving, transitioning into full-stack web development. Focusing on frontend technologies with a passion for building clean, responsive, and modern interfaces. Proficient in Next.js, TypeScript, Tailwind CSS, Node.js, and PostgreSQL. Highly adaptable, quick learner, and eager to apply transferable skills in a development role.

TECHNICAL SKILLS

FRONTEND: HTML5 | CSS3 | JavaScript (ES6+) | React.js | Next.js | TypeScript | Tailwind CSS | GSAP

BACKEND: Node.js | Express.js | PostgreSQL | REST APIs | Firebase

OTHER TOOLS: Figma | Adobe Photoshop & Illustrator | ShadCN | Postman | Git | GitHub | Claude.ai

KEY SKILLS

- UI/UX Design Principles
 - Creative & Resourceful
 - Strong Attention to Detail
 - Problem-Solving & Critical Thinking
 - Leadership & Collaboration
 - Clear Communication
 - Thrives Under Pressure
 - Quick Learner & Eager to Grow
 - Process Optimization
 - Client Relations Management
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EDUCATION & CERTIFICATIONS

- **Bachelor of Science in Computer Science**
Visayas State University (2004–2008)
- **Next.js Ecommerce** | Brad Traversy | Udemy | 2025
- **React 18/19** | Jannick Leismann | Udemy | 2025
- **The Complete Full-Stack Web Development Bootcamp** | Dr. Angela Yu | Udemy | 2025
- **Web Design: Figma to Webflow** | Vako Shvili | Udemy | 2025
- **Figma UI/UX Design** | Daniel Walter Scott | Udemy | 2024
- **Adobe Photoshop Training Course** | Daniel Walter Scott | Udemy | 2024
- **Graphic Design Masterclass** | Lindsay Marsh | Udemy | 2024

PROFESSIONAL EXPERIENCE

Personal Portfolio

November 2025

Web Development

- Built with Next.js, Tailwind CSS, and GSAP to create smooth, interactive animations
- Designed the complete UI/UX with a focus on clarity, structure, and consistent visual hierarchy
- Used UX research and competitive analysis to guide layout decisions and improve usability
- Implemented minimalist light/dark themes and subtle background texture for depth
- Added GSAP-powered scroll interactions for a seamless, engaging browsing experience
- Optimized for SEO with proper metadata, structured data, and Open Graph tags
- Integrated Google Analytics for traffic monitoring and performance insights
- Delivered a fast, responsive, and modern portfolio that highlights both technical and design expertise

KK Solutions

September 2025

UI/UX & Figma Redesign

- Redesigned an existing earthquake reporting web application for improved clarity, usability, and visual consistency
- Enhanced the navigation bar, iconography, typography, and overall color system
- Ensured accessibility through proper contrast, readable text, and user-friendly components
- Reworked the login page with cleaner layout, spacing adjustments, and clearer user flow
- Applied UX principles such as proximity, visual hierarchy, and intuitive button placement
- Reduced cognitive load by grouping related actions and simplifying interaction patterns
- Improved overall user experience by making navigation faster, more intuitive, and visually cohesive

BDO Unibank Inc.

December 2016 – December 2023

Junior Assistant Manager

- Delivered excellent customer service and maintained strong client relationships.
- Led and supported teams while ensuring operational efficiency.
- Managed documentation, compliance, and financial transactions with accuracy.
- Resolved customer concerns professionally and improved service workflows.
- Served as Cash and Accountable Forms Custodian, ensuring secure vault operations and strict compliance.
- Handled start/end-of-day balancing, ATM operations, and cash services oversight.
- Verified and recorded accountable forms, assisted with approvals, and ensured timely, accurate reporting.

BDO Unibank Inc.

August 2008 – November 2016

Customer Service Associate

- Delivered fast and accurate processing of deposits, withdrawals, payments, foreign currency transactions, and other banking services while consistently maintaining excellent customer service.