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

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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

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 for smooth animated interactions
- Designed the full UI/UX with focus on clarity, structure, and visual expression
- Conducted UX research and competitive analysis to guide layout and flow
- Implemented minimalist light/dark themes and subtle background noise for depth
- Developed GSAP-powered scroll effects for a fluid, engaging storytelling experience
- Resulted in a fast, responsive, and immersive portfolio showcasing both design and technical skills

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.