JESSIE PORTERIA

WEB DEVELOPER

CAREER OBJECTIVE

I am a graduate of Bachelor of Science in Information Technology with a strong interest in web and software development. Although some challenges temporarily steered me away from my career path, I am now fully committed to returning to the field. I am actively seeking an opportunity in web development to apply my skills, continue learning, and grow professionally in a domain I am passionate about.

TECHNICAL SKILLS

- **Languages & Frameworks:** JavaScript, TypeScript
- **Frontend:** React, HTML, CSS, Tailwind CSS
- **Backend:** Node.js, Express.js
- **Databases:** SQL (MySQL), NoSQL (MongoDB, Firebase)
- **Version Control:** Git

CERTIFICATIONS

IBM FULL-STACK JAVASCRIPT DEVELOPER
Coursera | 2024

META ADVANCED REACT
Coursera | 2024

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Southern Leyte State University | 2015-2019

WORK EXPERIENCE

TECHNICAL SUPPORT

CONCENTRIX - ETON CENTRIS
MAY 2022 - MARCH 2025

- Troubleshoot customer's Apple devices and OS's.
- Answer technical questions regarding Apple devices and OS's.

TECHNICAL SUPPORT

TASKUS - ANONAS
JULY 2021 - FEBRUARY 2022

- Assist customer in troubleshooting their video conference software (Zoom).
- Help customer set up their VoIP phone service from Zoom.

CUSTOMER SERVICE REPRESENTATIVE

ALORICA - ETON CENTRIS
NOVEMBER 2019 - JULY 2021

- Assist customers with their credit card inquiries e.g. payments, opening/closing accounts, balance transfer, increased credit limit, etc.
- Investigate fraudulent transactions.

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