

JESSIE PORTERIA



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About Me

I hold a Bachelor's degree in Information Technology with a strong passion for web and software development. After graduating, I faced some challenges that diverted me from my career path. However, I am now determined to return to my roots in programming. I am actively seeking a role in web development to reignite my career and leverage my skills in a field I excel at and am passionate about.

SKILLS

- Fast learner
- Time management
- Problem-solving
- Team player

TECHNICAL SKILLS

- JavaScript
- TypeScript
- Node.js
- Express
- React
- HTML/CSS
- Git version control
- SQL(MySql)
- NoSQL(MongoDB)

EXPERIENCE

Subject Matter Expert

Concentrix - Eton Centris

January 2023 - Present

- Answer team member's work-related questions.
- Help the team leader manage the team.

Level 2 Technical Support

Concentrix - Eton Centris

May 2022 - January 2023

- Troubleshoot customer's Apple devices and iOS's.
- Answer almost all technical questions regarding Apple devices and iOS'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.

EDUCATION

Southern Leyte State University

Bachelor of Science in Information Technology
2015-2019