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 learn new skills in the field I used to be good at and am passionate about.

SKILLS

- Problem-solving and debugging
- Strong communication and teamwork
- Fast learner and adaptable to new technologies
- Time management and meeting deadlines
- Critical thinking and analytical skills
- Collaboration in Agile/Scrum teams

TECHNICAL SKILLS

- Programming Languages
  - JavaScript, TypeScript
- Frontend Development
  - React, HTML, CSS
- Backend Development
  - Node.js, Express
- Databases
  - SQL (MySQL), NoSQL (MongoDB)
- Version Control
  - Git, GitHub
- Additional Tools
  - API integration, Firebase

EXPERIENCE

Level 2 Technical Support
Concentrix - Eton Centris
May 2022 - Present

- Troubleshot complex issues with Apple devices and iOS, creating solutions to improve user experience.
- Documented recurring problems, streamlining technical support processes.

Technical Support
TaskUs - Anonas
July 2021 - February 2022

- Assisted users with VoIP and video conferencing setup and troubleshooting.
- Diagnosed and resolved system configuration issues to improve software usability.

Customer Service Representative
Alorica - Eton Centris
November 2019 - July 2021

- Handled inquiries on credit card services and investigated fraudulent transactions, demonstrating attention to detail and problem-solving skills.

EDUCATION

Southern Leyte State University
Bachelor of Science in Information Technology
2015-2019

CERTIFICATES

IBM Full-Stack JavaScript Developer
Coursera
September 2024

META Advance React
Coursera
December 2024