

# Jason Requizo

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## WORK HISTORY

**Melbourne Vaccine Education Centre (MVEC)** - Aug 2021 – Feb 2022 (**Contract**)

### *Digital Designer / Developer*

- Created a ticket support website using WordPress for the MVEC team, improving customer query response times (<https://support-mvec.mcri.edu.au/>)
- Assist the Marketing team with creating digital documents and content
- Collaborate with Marketing & Nurses to determine requirements for new web pages
- Conduct regular website maintenance and updates, including troubleshooting and bug fixing.
- Implemented technical SEO improvements, including website speed optimization, responsive pages along with optimizing on-page elements such as meta-tags, headers and content
- Troubleshooting and assisting with basic IT issues for MVEC Team and MVEC Customers
- Ensure websites are responsive, and work well with mobile devices & tablets
- Compile statistical information for weekly and monthly Excel reports
- Visualizing Excel reports using charts and graphs for Marketing team
- Creating technical documentation for future users of the ticketing website

**BIG W Southland** - Oct 2012 – Aug 2023

### *Service Supervisor & Service desk attendant*

- Supervising a team of 1-6 & coordinating tasks and breaks
- Resolving customer questions and complaints in person and through phone lines
- Closing and balancing registers (POS system) & resolving discrepancies
- Training new associates on POS system and cashiering procedures
- Processing payments, returns and exchanges and resolving customer issues

## SKILLS

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- **Technical Skills:** HTML, CSS, JavaScript, WordPress, ReactJs, Git
- **Frameworks & tools:** Express, Flask, VS Code, Microsoft Office suite
- **Excel skills:** Excel Tables, Formulas, Filtering, Conditional Formatting, Charts & Graphs
- Experience with remote collaboration tools such as Zoom, MS teams, Trello and Slack
- UI/UX design principles & Web Design
- Working efficiently in high pressure environments

## EDUCATION

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**Coder Academy**

**Diploma of Information Technology**

Web Development Bootcamp Standard / 2024

**Coursera**

***Foundations of User Experience (UX) Design***

Google UX design certificate

**Victoria University**

**Bachelor of Business (Banking & Finance major)**

*City Flinders Campus/ 2015*