Kaeneth Dayao

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GitHub: https://github.com/kendayao
Portfolio: https://rocky-ravine-58747.herokuapp.com/

SUMMARY

Full stack web developer with a passion in building responsive full stack web applications with a "mobile first" approach. Fast learner looking to expand web development skills. Experienced with working in a group to bring web application ideas to life using efficient code that meets current web development best practices.

SKILLS AND QUALIFICATIONS

Languages: HTML, CSS, Bootstrap, JavaScript, jQuery Node, Express, MongoDB, Mongoose, MySQL, Sequelize, React, MERN
Applications: Excel, Word, PowerPoint, Oracle, Zendesk, Five9, JIRA, PIVOTAL

KEY PROJECTS

FidoFriend | GitHub: https://github.com/seongwoj/Project-3 **| Website:** https://young-refuge-69490.herokuapp.com
Responsive web application that connects dog owners in their local area. Responsible for building the chat function and connecting the Yelp and Google Maps API and displaying data on page. Built with the MERN stack (MongoDB, Express, React, Node). Uses Yelp and Google APIs, Redux to manage states, Passport for user authentication, and Websockets.

Assemble | Github: https://github.com/kendayao/Project-2 **| Website:** https://polar-island-19787.herokuapp.com/
Web application that allows event organizers to create public events in their area such as protests and community service events. Responsible for creating a clean UI/UX and retrieving data from the backend and appending on page. Built using HTML, CSS, jQuery, Bootstrap on the front end and MySQL with Sequelize on the backend.

Get Prepared | **Github:** https://github.com/kendayao/project1 | **Website:** https://kendayao.github.io/project1/
A disaster preparation app that help users prepare for common natural disasters in their area. Responsible with connecting the Google Maps and Weather API and appending the data onto the website. Built using HTML, CSS, JavaScript, and jQuery.

WORK EXPERIENCE

Logistics Manager/Quality Assurance/Tech Support (2019-2020)
Red Pocket Mobile, Los Angeles, CA
-Oversaw B2B and B2C warehouse operations for FreedomPop, Unreal Mobile, and Red Pocket brands.
-Managed the setup of our New York warehouse and the building of our new warehouse platform resulting in a decrease in logistics costs and the effective tracking of unshipped and shipped orders.
-Maintained constant communication with our third party warehouses which led to a decrease in backorders and shipping costs.
-Managed new product/feature launches from quality testing, ecommerce, operations, logistics, and customer services which allowed the launch of new features (WIFI calling, visual voicemail) and products(mobile hotspots, premium sim cards) and allowed our products to be sold in Target stores for the first time.

Support/Tech Support Lead (2018-2019)
UNREAL Mobile, Los Angeles, CA
-Provided constant communication with our engineers, app developers, and product managers concerning trending technical and phone service issues resulting in a better user experience and the quick resolution of technical issues.
-Trained, coached, and supervised offshore operations for our UNREAL Mobile brand launch.
-Supervise offshore support teams for both FreedomPop and UNREAL Mobile brands and maintained a consistent 90% handle rate on inbound support calls for both FreedomPop and UNREAL brands.

Support Supervisor (2014-2018)
FreedomPop, Los Angeles, CA
-Supervise offshore agents in the Philippines, India, and Guatemala by providing feedback, positive reinforcement, and suggestions to improve productivity.
-Lowered call center average time from a 12 min avg to 8 min avg and maintained consistency
-Actively utilized our Oracle CRM software which allowed FreedomPop to be a 2017 Team Oracle Cloud Innovator Award Nominee and Top Three Finalist

Los Angeles Dodgers, Fan Service Representative (2013-2014)
-Effectively resolve complaints and answer customer questions in-person, email, or by phone and created a memorable Dodger fan experience

EDUCATION

Full Stack Web Development Certificate: University of California, Los Angeles, CA
Bachelor of Arts in Business Economics: University of California, Irvine, CA