Kaeneth Dayao

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Portfolio: https://kaenethdayao.herokuapp.com/

SUMMARY

Full stack web developer with a passion in building and working with responsive web and mobile applications. Leveraging a background in technical support to identify bugs and quickly resolve issues in order to create a positive user experience. Experienced with working in a team to bring web application ideas to life using readable and scalable code that meets current web development best practices.

SKILLS AND QUALIFICATIONS

Languages/Frameworks: HTML, CSS, Bootstrap, JavaScript, jQuery, Node, Express, MongoDB, Mongoose, MySQL, Sequelize, REACT, Redux, MERN Stack, Python, Graphql, Php
Applications: Oracle, Zendesk, Five9, JIRA, Pivotal, Shopify, Wordpress, MS Office

KEY PROJECTS

Facebook-Clone | Website: https://facebook-clone-d025c.web.app
| GitHub: https://github.com/kendayao/Facebook-Clone | **Demo**:
https://giphy.com/gifs/Xt2MXToUE3b8uSOr4q/fullscreen
Replica of the popular social media website built with React.js. Used react hooks and context API for state management allowing the implementation of some of Facebooks popular and advanced features.

Amazon-Clone | Website: https://amazon-twin-app.herokuapp.com/ | **GitHub:**
https://github.com/kendayao/Amazon-Clone | **Demo**:
https://giphy.com/gifs/P3BFoPqZuCfF4MFulM/fullscreen
Responsive web application clone of the Amazon ecommerce store built with React.js. Utilized scalable code with a focus on time complexity. Implemented a backend using node and express for stripe payment integration.

FidoFriend | | Website: https://fidofriendproject.herokuapp.com/ | **GitHub**:
https://github.com/kendayao/Fido-Friend | **Demo**:
https://giphy.com/gifs/h20bw5D8JgLoOLcIQs/fullscreen
Responsive web application that connects dog owners with other dog owners around their area built with the MERN stack (MongoDB, Express, React, Node). Maintained gitflow workflow by using branches for new features. Reviews 3-4 pull requests per day to ensure code quality for a three person team.

WORK EXPERIENCE

Election Support Technician (2020)
Los Angeles County Registrar-Recorder
-Monitored and performed troubleshooting procedures to quickly resolve voting equipment technical issues in my assigned voting center resulting in all equipment to be 100% operational and short wait times for voters throughout the entire election period.
-Conducted daily voting equipment maintenance resulting in a 90% reduction in equipment malfunctions.

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 admin 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 allowing for quick resolutions for shipping issues, decrease in backorders, and reduced 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).

Tech Support Supervisor (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.
-Supervised 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
-Supervised offshore agents in the Philippines, India, and Guatemala by communicating feedback, positive reinforcement, and suggestions to improve productivity allowing offshore call centers to handle over 3,000 calls weekly.
-Lowered call center average time from a 12 min avg to 8 min avg and maintained consistency
-Actively utilized our Oracle CRM software to improve support agent productivity and enhanced the customer support experience which allowed FreedomPop to be a 2017 Team Oracle Cloud Innovator Award Nominee and Top Three Finalist

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