

Kaeneth Dayao

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GitHub: <https://github.com/kendayao>

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 within a SaaS startup and ecommerce environment 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, Sass, Bootstrap, JavaScript, jQuery, Node, Express, MongoDB, Mongoose, SQL, Sequelize, REACT, Redux, Python, React Native

Applications: Oracle, Zendesk, Five9, JIRA, Pivotal, Shopify, WordPress, MS Office, Git, GitHub

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>

A clone of the popular social media website built with React.js. Took advantage of React's declarative approach, unidirectional flow, and component-based architecture to enhance app performance, write good quality code, and build some of Facebook's popular features such as liking and posting comments. Utilized scalable code with a focus on time complexity.

Swifts Ecommerce Store | Website: <https://swifts.herokuapp.com/> **| GitHub:**

<https://github.com/kendayao/Swifts> **| Demo:** <https://giphy.com/gifs/UyAWnFOWfUCn3w10Jt/fullscreen>

Responsive web application of a shoe ecommerce store built with React.js. Using React lazy, redux reselect, and compression middleware, increased application performance by 17%. Implemented a backend using Node and Express for Stripe payment and MongoDB integration.

FidoFriend | Website: <https://fidofriendproject.herokuapp.com/> **| GitHub:**

<https://github.com/kendayao/Fido-Friend> **| Demo:**

<https://giphy.com/gifs/h20bw5D8JgLoOLclQs/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 git workflow by using branches for new features. Reviewed 3-4 pull requests per day to ensure code quality for a three person team.

WORK EXPERIENCE

Logistics Manager/Quality Assurance/Tech Support (2019-2020)

Red Pocket Mobile, Los Angeles, CA

- Collaborated with engineers from Apple and AT&T to test and launch new phone features such as Visual Voicemail, Facetime Over Cellular, and WIFI Calling for Red Pocket Mobile.
- Managed a project that involved working with a third-party warehouse web developer to create a new admin platform in order to quickly view and manage orders and shipments resulting in reduced shipping delays, accurate reporting, smoother product launches, and quicker resolution times for customer shipping issues.

- Slashed production bugs by 10% by assisting Red Pocket Mobile developers with manual testing on the main ecommerce website during development stages
- 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

- Proactively communicated 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.
- Troubleshooted and documented technical issues escalated by the support team and worked with engineers to quickly resolve high priority issues.

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