

# KRISHA - MAE I. FABONAN

## CONTACT

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Quezon City

<https://krishfab.github.io/webportfolio-fab/>

## EDUCATION

APR 2025 - AUG 2025

ZUITT

- Full Course Web Development ( Front-end, Back-end and Full-stack)

2015 - 2021

UNIVERSITY OF MANILA

- Bachelor of Science in Business Administration major in Marketing Management (Undergraduate)

## SKILLS

- Git, Version Control, Git Hub, Git Repository
- CSS
- HTML
- Bootstrap
- JavaScript
- Time Management
- Sales and Upselling
- Effective Communication
- Critical Thinking
- Social Media Management
- Adaptability and flexibility
- Customer service
- Teamwork and collaboration
- MongoDB
- Node.js
- Express.js
- Postman
- React.js

## SKILLS SUMMARY

I'm a full stack web developer with experience in building responsive, dynamic web applications using HTML, CSS, Bootstrap, JavaScript, Node.js, Express.js, React.js, Postman and MongoDB. I've gained practical skills through project-based learning and use tools like Git, GitHub, and Trello for collaboration.

Before transitioning into tech, I worked in customer service, sales & marketing and administrative roles—equipping me with strong communication, problem-solving, and organizational skills that I bring into every development project.

## WORK EXPERIENCE

VXI HOLDINGS INC.

AUG 2024 - MARCH 2025

CHAT SUPPORT

- Reduced escalations to higher-level support teams by successfully addressing customers' issues at the first point of contact.
- Enhanced customer satisfaction by providing timely and accurate responses to inquiries through chat support. Resolved technical issues for customers by utilizing comprehensive knowledge of company products and services.
- Exceeded established KPIs related to response time, resolution rate, and overall quality scores in chat support metrics.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Expedited issue resolution with efficient multitasking and prioritization of multiple chat conversations simultaneously.

ALORICA TELESERVICES INC.

JUNE 2023 - FEBRUARY 2024

CUSTOMER SERVICE REPRESENTATIVE

- Exceeded established KPIs related to response time, resolution rate, and overall quality scores in chat support metrics.
- Promoted upselling opportunities where appropriate while remaining focused on delivering exceptional service within each interaction.
- Boosted customer retention, maintaining a professional and empathetic tone throughout all interactions.
- Expedited issue resolution with efficient multitasking and prioritization of multiple chat conversations simultaneously.
- Assisting customers through chat by answering questions, troubleshooting issues, and providing solutions quickly and efficiently.
- We also do outbound calls if in case we need to make a follow up with our customer through call

## WORK EXPERIENCE

### SUNLIFE OF CANADA, PHILIPPINES

APRIL 2022 - AUGUST 2023

#### FINANCIAL ADVISOR

- Built strong relationships with clients, fostering trust and loyalty in managing their financial portfolios.
- Developed comprehensive financial plans for clients to achieve short-term and long-term goals. Provided comprehensive retirement planning services, ensuring clients maintain their desired lifestyle post retirement.
- Educated clients on various financial matters and provided professional recommendations on investment opportunities, products, and services based on each clients' individual needs.
- Manage my own social media and posting through Facebook and Instagram

### ROADWORTH DRIVING SCHOOL AND TRAINING CENTER

MAY 2022 - MAY 2023

#### ADMIN

- Established an organized filing system that streamlined document retrieval and reduced misplaced files.
- Manage social media such as Facebook. Answer inquiries through messenger and manage the posting of the page.
- Help the owner to decide on how will we be able to boost the sales of the company. Assisting with budgeting, preparing financial reports, and managing expenses.
- Assist the students in their enrollment and appoint schedule with them.
- Maintaining databases and spreadsheets, preparing reports, and analyzing data.
- Assisting with recruitment, onboarding, and employee benefits.

### ELEKTRO WERK INC

AUGUST 2021 - FEBRUARY 2022

#### ACCOUNTING STAFF

- Recording transactions, maintaining general ledgers, and sales journal bookkeeping.
- In charge of consignment.
- Perform clerical task.

### BRAZEN INDUSTRIES INC.

JANUARY 2018 - JUNE 2021

#### OFFICE STAFF AND CREDIT & COLLECTION CLERK

- Enhanced collection efficiency by implementing strategic follow-up procedures and maintaining organized records.
- Increased successful debt recoveries through negotiation and establishing mutually beneficial payment plans.
- Performing tasks such as data entry, filing documents, and maintaining office supplies.
- Answering phones, sorting mail, and welcoming visitors.
- Provide assistance with the Admin, Accounting and Marketing.
- Data Entry Task - enters data into computer systems, often from various sources.

### MCDONALDS

JULY 2016 - DECEMBER 2016

#### SERVICE CREW

- Enhanced customer satisfaction by providing efficient and friendly service.
- Prepared food items accurately and quickly, adhering to strict food safety guidelines.
- Developed strong multitasking abilities while managing multiple responsibilities simultaneously during high-pressure situations.
- Maintained a clean and organized work environment for improved customer experiences.

### JOLLIBEE

AUGUST 2015 - FEBRUARY 2016

#### CASHIER

- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Welcomed customers and helped determine their needs.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Greet customers, take orders accurately, and serve food and beverages promptly.