LIA ALMIDA **CLEMENTE**

CONTACT

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com

🌐 Lia Clemente | Full-Stack
Web Developer

EDUCATION

AMA Online University
May 2023 - Present
- Bachelor's Degree in Psychology

Access Computer College
Feb 2014 - Aug 2015
- Bachelor's Degree in Information Technology

Mary the Queen College of Sci &Tech
May 2011 - Aug 2013
- Associate's Degree in Information Technology

ZUITT TECH PROGRAM
December 2024 - Present
  Main Course Package (MERN)
Full-stack Web Development

CERTIFICATIONS

MICCROSOFT
- Microsoft Azure Fundamentals

GOOGLE
- Technical Support Fundamentals

SKILLS SUMMARY

Programming and Web Development
- Front End Web Development: HTML5, CSS3, Tailwind CSS, Bootstrap, Wireframes and Mockups, Git, GitHub, Vercel, Sublime and Visual Studio code
- Back End Development: JavaScript, TypeScript, Node.js, Express.js, MongoDB, Postman, REST API
- Full Stack Development: React.js, Next.JS, JS DOM Manipulation, API Integration with Fetch, SDLC and Trello

WORK EXPERIENCE

UPWORK
IT Assistant   Feb 4, 2025 – Present

- Assisted in debugging spreadsheets, extracting data, and generating operational and performance reports.
- Monitored and escalated system tool issues by raising known report or platform-related concerns to the appropriate teams.
- Supported eCommerce operations, ensuring product listings and sales reports were accurate and up to date across platforms.
- Tracked and monitored transactions across Shopify, marketplace platforms, and third-party tools like Rithum (formerly Channel Advisor).
- Collaborated with teams to maintain listing accuracy, improve order visibility, and support a smooth online customer experience.

HEXAWARE TECHNOLOGIES
Bilingual IT Service Desk   Feb 2, 2024 – Jan 2025
- Managed incidents and requests using ServiceNow and Jira, ensuring resolution within SLA.
- Supported users with hardware, software, application, and network issues across Windows and Outlook issue.
- Performed PC remediation tasks including reinstallations, patch troubleshooting, and policy corrections.
- Conducted remote server restarts and log checks via PuTTY to support app uptime and maintenance.
- Monitored system health and worked with infrastructure teams to resolve alerts and outages.
- Handled access requests, MFA issues, and password resets in coordination with SecOps.
- Documented fixes and contributed to the internal knowledge base for recurring issues.
- Escalated unresolved outages to on-call engineers and relevant technical teams.
- Configured and maintained OS and applications for optimal performance and compliance.
- Provided remote support for antivirus, encryption, and backup issues to ensure endpoint security.

ACCENTURE INC.
Bilingual IT Service Desk   Nov 18, 2018 – Dec 2024
- Handled incidents and service requests using ServiceNow, following ITIL best practices for issue resolution, escalation, and documentation.
- Provided remote technical support for hardware, software, and Office 365 applications, including Outlook, licensing, and login issues.

CERTIFICATIONS

UCDavis by Coursera
- Management Writing
  Content Marketing
  Copywriting

Coursera
- Build a Full Website
  using WordPress

Coursera
- Increase SEO Traffic
  with WordPress

OTHER SKILLS

- Adaptability
- Problem Solving
- Collaborative
- Team Player
- Emotional Intelligence
- Building Relationships
- Content Writing
- Spanish, Mandarin
  and English language
- Python, mySQL

- Documented fixes and contributed to the internal knowledge base for recurring issues.
- Escalated unresolved outages to on-call engineers and relevant technical teams.
- Configured and maintained OS and applications for optimal performance and compliance.
- Provided remote support for antivirus, encryption, and backup issues to ensure endpoint security.

SUTHERLAND GLOBAL SERVICES
Bilingual Tech Generalist   Feb 6, 2018 – Sept 2018

- Troubleshot and resolved a wide range of technical issues, including network connectivity, PC hardware and software, login access, email, printers, iPads, and mobile devices.
- Addressed and restored store system issues, ensuring smooth operations and minimal disruption to daily activities.
- Managed concerns related to store network infrastructure and hardware peripherals, ensuring optimal performance.

MEGAWORLD INC
Property Consultant   Dec 5, 2016 – June 2017
- Promoted real estate projects and executed online marketing campaigns, increasing brand visibility and lead engagement across Metro Manila.
- Actively participated in open houses, property tours, and community events, providing on-site support and engaging with potential buyers.
- Boosted marketing reach through consistent social media content creation, campaign management, and audience interaction across platforms.

ACQUIRE
Technical Support Rep   Nov 24, 2016 – Feb 2017
- Managed and resolved all technical-related concerns, ensuring efficient and effective support for users.
- Assisted users with the setup and troubleshooting of ADSL, Fiber, VOIP, Speedster, mobile, and broadband services, ensuring seamless connectivity.
- Utilized dynamic problem-solving skills to diagnose and identify the root cause of technical issues, delivering permanent solutions.

CONVERGYS
TSR and Sales Associate   May 6, 2015 – Dec 2015
- Provided effective Level 1 technical support, promptly resolving all technical issues and ensuring customer satisfaction.
- Actively promoted and upsold the company's services and products, driving sales and enhancing customer experience.
- Delivered high-quality service with integrity, maintaining professionalism and ensuring positive outcomes on customer satisfaction surveys.

TECHMAHINDRA Limited
Customer Support Rep   Nov 8, 2013 – Jan 2015
- Handled customer complaints and escalations with professionalism, striving to resolve concerns efficiently and maintain high levels of customer satisfaction.
- Managed a wide range of inquiries, including technical issues, general questions, service account modifications, billing concerns, account activation status, handset delivery, device repair inquiries, and handset blacklisting/whitelisting.

PROJECT EXPERIENCE

E-Commerce Workflow Management System
Project Title: Dynamic E-Commerce Workflow Management (Capstone 2)
Role: Zuitt student (Backend Developer)
[Project Link](#)
Description:

- Developed a full-featured e-commerce platform using the MERN stack (MongoDB, Express.js, React, Node.js). The platform includes essential functionalities to enhance user experience and streamline the management of online sales. Created and optimized multiple pages, ensuring seamless integration and high performance.
- The platform features dynamic product catalog with filtering and sorting, real-time search, seamless cart updates, secure checkout, and a comprehensive admin dashboard with real-time analytics and user management capabilities.

E-Commerce Platform Development
Project Title: MERN E-Commerce Platform
Role: Zuitt student (Full-Stack Developer)
[Project Link](#)
Description:

- Developed a full-featured full-stack web application as a capstone project using the MERN stack (MongoDB, Express.js, React, Node.js). The application demonstrates key functionalities that focus on user authentication, dynamic data handling, and responsive design.
- The platform includes secure user registration and login with JWT, CRUD operations, RESTful API integration, and a mobile-friendly interface. Deployed on AWS S3, the project emphasizes clean architecture, modular code structure, and scalability across devices and user roles.

Mabuhay Airlines Booking System
Project Title: MERN- Based Airline Booking Platform
Role: Zuitt student (Full-Stack Developer/Collaborator)
[Project Link](#)
Description:

- Collaborated in developing a full-featured airline booking system using the MERN stack (MongoDB, Express.js, React, Node.js). Designed to simulate real-world airline operations, the application streamlines flight search, booking, and user management with a modern and intuitive interface.
- The platform features real-time flight listings with filtering by destination and date, dynamic seat availability, promotional fare logic, secure user authentication with JWT, and a seamless booking experience. Includes an admin dashboard for managing flights, schedules, and passenger data. Deployed on Vercel for frontend and Render for backend services.

Life and Chances – Personal Blogsite
Project Title: WordPress Development for Personal Blogging Platform
Role: WordPress Developer / Designer
[Project Link](#)
Description:

- Developed and deployed a custom personal blogsite using WordPress, focusing on clean design, responsiveness, and user experience. Customized themes using PHP, HTML, and CSS, and configured plugins to extend site functionality, including SEO tools, contact forms, social sharing, and newsletter integration.
- Optimized site speed and performance through image compression, caching solutions, and mobile-friendly layouts. Handled domain setup, hosting configuration, and ongoing site maintenance. This project demonstrates practical experience in WordPress development, theme customization, and content-driven site optimization.