LIA ALMIDA **CLEMENTE**

CONTACT

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🌐 [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

- Assist in debugging spreadsheets, extracting and generating reports.
- Escalating reports for known system tool issues.
- Assisting with the Ecommerce operational processes to ensure all reports and product listings are up to date and monitoring and tracking some Ecommerce platforms and transactions such as Shopify orders, marketplace listings, Rithum, and so on.

HEXAWARE TECHNOLOGIES
Bilingual IT Service Desk   Feb 2, 2024 – Jan 2025

- Provided first-level support for Windows and macOS systems, including diagnostics, troubleshooting, and issue resolution.
- Supported manufacturing tools, applications, and critical system monitoring.
- Installed, configured, optimized, and updated operating systems, applications and client tools.
- Resolved client issues remotely and proactively addressed problems with antivirus, encryption, and backup solutions.

ACCENTURE INC.
Bilingual IT Service Desk   Nov 18, 2018 – Dec 2024

- Provided primary support for users, addressing concerns, technical issues, and requests.
- Resolved problems related to login, network, email, and applications, and escalated complex issues when necessary.
- Collaborated on improving project outcomes and offered guidance on technical infrastructure maintenance.

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 online marketing initiatives across Metro Manila, effectively increasing brand visibility and engagement.
- Actively participated in marketing events, including open houses and mini- house events, to showcase properties and engage with potential clients.
- Collaborated dynamic problem-solving skills to diagnose and identify the root cause of technical issues, delivering permanent solutions.

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

Technical and Sales Rep   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 Service Rep   Nov 8, 2013– Jan 2015

- 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.
- Handled customer complaints and escalations with professionalism, striving to resolve concerns efficiently and maintain high levels of customer satisfaction.

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.