



Jillian Jannah Joie A. de Jiz

Web Developer

Contact Info



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 San Pedro, Laguna

Project links



- <https://bit.ly/3zwzt4H>
- <https://bit.ly/42UNgiG>

Relevant Skills



HTML CSS JAVASCRIPT REACT.JS NODE.JS
BOOTSTRAP PHP MYSQL WIREFRAMING
RESPONSIVE WEBSITE DESIGN FLEXIBILITY & ADAPTABILITY
PROBLEM SOLVING TIME MANAGEMENT
GITHUB TRELLO ASANA FIGMA MARVEL

Work Experience



Customer Service Representative
Sutherland Global Services Philippines
November 2018 to April 2023 - 4 years and 5 months

- E-mail, chat and social media support.
- I assist customers in concerns with billing, technical issues, subscription, etc.

Virtual Assistant
B&B Accounting Office Co.
April 2017 to October 2018 - 1 year and 4 months

- I assist in general office tasks that includes email, schedule and inventory management, graphic design and social media management.

Customer Service Representative
TaskUs Philippines
October 2016 to March 2017 - 5 months

- Phone support.
- I help customers place their orders, check order status and make sure that they're satisfied with the product.

Junior Sales Assistant
Garena Philippines
January 2016 to April 2016 - 3 months

- I post social media content and start community events for players to increase engagement.
- I respond to players comments and assist them with technical issues.
- I facilitate on-site gaming events.

Customer Service Representative
Ibex Philippines
December 2014 to February 2015 - 2 months

- I assist customers with technical issues, schedule technician visits, address issues with their billing, general inquiries, etc.
- I upsell and offer other products available for customers.

Customer Service Representative
Sitel Philippines
May 2014 to November 2014 - 6 months

- I assist customers with technical issues, schedule technician visits, address issues with their billing, general inquiries, etc.

Education History



Full Stack Web Development
KodeGo
November 2022 to March 2023

BS Business Administration - Marketing Management
Philippine School of Business Administration
2012 to 2014

- Undergraduate

Certificates



Excel Skills for Business: Essentials

January 2021

Certificate - [Click Here](#)

Advertising with Meta

December 2020

Certificate - [Click Here](#)

Graphic Elements of Design: Color Theory and Image Formats

December 2020

Certificate - [Click Here](#)

Textual Elements of Design: Fonts, Typography, and Spacing

December 2020

Certificate - [Click Here](#)

Social Media Management

November 2020

Certificate - [Click Here](#)

Introduction to Social Media Marketing

November 2020

Certificate - [Click Here](#)

Basic Elements of Design: Design Principles and Software Overview

November 2020

Certificate - [Click Here](#)

Work Smarter, Not Harder: Time Management for Personal

Professional Productivity

October 2020

Certificate - [Click Here](#)

Use Mailchimp to Build an E-mail Marketing Campaign

October 2020

Certificate - [Click Here](#)