



# ELLEN MAE NEROSA

Full Stack Web Developer

## CONTACT



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Surallah South Cotabato



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<https://github.com/maenerosa>

## SKILLS

- Frontend & Backend Development
- Back-end Development
- Database Management
- Server Administration
- Problem-solving
- Project Management
- Testing and Debugging
- Attention to detail

## EDUCATION

**Bachelor of Science in Information Technology**

Ramon Magsaysay Memorial Colleges  
2014-2018

Koronadal City, South Cotabato

## ABOUT ME

I am a recent graduate of a 4-month intensive web development bootcamp, where I gained extensive training in web development technologies such as HTML, CSS, JavaScript, and React.

Although I do not have direct industry experience as a web developer, I am eager to apply my skills and knowledge to contribute to a dynamic team and gain practical experience in the field.

During my bootcamp, I worked on several projects that required collaboration and problem-solving, which has equipped me with valuable communication and teamwork skills. I am passionate about building responsive and user-friendly web applications and am constantly seeking to expand my knowledge and stay up-to-date with the latest trends and technologies.

## JOB EXPERIENCE

### Customer Support Representative

Teleperformance Philippines

May 2018- December 2020

- Respond to customer inquiries via phone, email, or chat in a professional and courteous manner
- Provide product information, pricing, and availability to customers
- Resolve customer complaints and concerns in a timely and effective manner
- Document customer interactions and transactions in our customer management system

### Customer Support Representative

Crossian LLC

Feb 2020- December 2022

- Collaborate with other teams to ensure timely and accurate resolution of customer issues
- Continuously improve customer support processes and procedures to enhance the customer experience
- Meet or exceed customer satisfaction and performance metrics