

# Michiko Zafe

Web Developer

C30-1L, The Cambridge Village  
Condominium, San Andres, Cainta,  
Rizal  
**(+63) 9177648844**  
**michiko.silvestre@yahoo.com**

## EXPERIENCE

### **Citi (Citigroup Business Processing Solutions), BGC, Taguig** *Customer Solutions Officer*

APRIL 2013 – FEBRUARY 2016

Assists US Credit Card clients with their billing and account online concerns.  
Responsible for ensuring that all client's concerns are resolved to their satisfaction.  
Promotes financial solutions to clients like balance transfers and card conversions.

### **Teletech Customer Care Management, Quezon City** *Customer Service Representative 1*

MARCH 2012 – JANUARY 2013

Handles Savings/Checking Account concerns from US Clients.  
Assists clients with their Account Online concerns

### **Convergys Philippines, Quezon City** *Sales and Service Representative*

DECEMBER 2010 – DECEMBER 2011

Assists AT&T clients with their cell phone concerns including both technical and billing.  
Responsible for completing sales order from clients.  
Manages payments and other billing concerns.

### **Caritas Health Shield Inc., Pasig City** *Administrative Officer/Customer Service*

MARCH 2006 – MAY 2007

Processes health card applications of new clients

## EDUCATION

### **ZUITT Coding Bootcamp, Makati City** *Full-Stack Web Development*

MARCH 2019 – JUNE 2019

### **Our Lady of Fatima University, Quezon City** *Bachelor of Science in Nursing*

MARCH 2010

## PROFILE

Creative and dependable web developer with experience in building rich, responsive and interactive web applications.

## SKILLS

### **Programming Language:**

Javascript, HTML5, CSS3, PHP

### **Frameworks:** Node JS, Bootstrap,

jQuery, Express, React, Laravel

**Others:** SASS, GIT, MySQL,  
MongoDB, Heroku, JWT, Adobe  
Photoshop, Adobe Premiere,  
After Effects

## LANGUAGES

English, Filipino

## PORTFOLIO

<https://michikozafe.netlify.com>