

Marnel Justine Brobio



brobio.marneljustine65@gmail.com



0920 402 3163



[linkedin.com/in/marnel-justine-b-82b219247](https://www.linkedin.com/in/marnel-justine-b-82b219247)



<https://mjustine-65.github.io/web-portfolio/>

Summary

Hi! I am Justine, an aspiring web developer, and a career shifter from Mandaluyong, Metro Manila, Philippines. I'm a graduate with an associate degree in information technology.

Last July 2022, I joined the coding boot camp of Zuitt to refresh and gain new skills and knowledge in web development. In October of the same year, I completed their Frontend Course (covers HTML, CSS, Git, and Bootstrap), Backend Course (covers JavaScript, MongoDB, NodeJS, ExpressJS, Postman, and Heroku), and Full Stack Course (covers MERN stack). Before joining the boot camp, I worked in the BPO industry for quite some time.

Other Links:

- <https://github.com/mjustine-65?tab=repositories>
- <https://gitlab.com/mjustine.65>

Experience



Customer Service Representative

Peak Support

Dec 2021 - Jun 2022 (7 months)

- Assisted customers through email, chat, and over the phone
- Answered customers' general products and services inquiries
- Provided customer service and technical assistance (e.g. troubleshooting, warranty, refund, returns, and exchange)



Technical Support Representative

Acquire BPO

Apr 2021 - Dec 2021 (9 months)

- Assisted customers over the phone
- Provided technical assistance
- Referred customers to the right department to resolve the issue(s) in a timely manner



Technical Support Representative

Sitel Group

Oct 2020 - Mar 2021 (6 months)

- Assisted customers over the phone
- Provided technical assistance
- Referred customers to the right department to resolve the issue(s) in a timely manner



Customer Service Representative

SPi CRM

Feb 2017 - Feb 2018 (1 year 1 month)

- Assisted customers over the phone
- Answered customers' general products and services inquiries
- Provided customer service (e.g. refund, updating account info, billing inquiries)

Customer Service Representative

GICF, Inc.

Sep 2016 - Jan 2017 (5 months)

- Assisted customers through email and over the phone
- Answered customers' general products and services inquiries
- Provided customer service (e.g. order inquiry, order cancellation, refund, returns, and exchange)

Education



STI College

Bachelor's degree, Information Technology

2019 - 2020

Undergraduate



Gateways Institute of Science and Technology

Associate's degree, Information Technology

2014 - 2016

Licenses & Certifications



Certificate of Completion (Frontend Course) - Zuitt - Coding Bootcamp



Certificate of Completion (Backend Course) - Zuitt - Coding Bootcamp



Certificate of Completion (Full Stack Course) - Zuitt - Coding Bootcamp

Skills

Front-End Development • Back-End Web Development • Full-Stack Development • HTML • Cascading Style Sheets (CSS) • JavaScript • MongoDB • Express.js • React.js • Node.js