

JONEL CUBIO

jonelcubio021@gmail.com | +639 357 173 156 | Macamot, Binangonan, Rizal
http://jonelcubiodev.site/

SUMMARY

I'm a dedicated and hardworking professional with experience in customer service and a passion for frontend web development. I'm a quick learner, always eager to expand my skills and take on new challenges. With a strong commitment to delivering quality results, I thrive in dynamic environments where I can grow and make a positive impact.

- WORK EXPERIENCE
- Self-Directed Web Development Training

April 2024- Present

 - Completed comprehensive self-study in HTML, CSS, JavaScript, and React, along with additional coursework in frontend development principles.
 - Gained hands-on experience in web performance optimization, accessibility, and cross-browser compatibility.
 - Developed and deployed webpages.

Customer Support Associate I, Concentrix

Feb 2024 - April 2024

 - Responsible for assisting guests and partners with their property reservations.
 - Resolving misunderstandings, processing cancellations and refunds, and ensuring accurate information is provided.
 - Ensuring guests receive the best value for their hotel reservations by addressing their concerns promptly and professionally.

Email Customer Service Representative, Ibex Global

Nov 2018 - Feb 2021

 - Assisting customers with account-related inquiries, including payment issues, account settings, and promotional offers.
 - Providing guidance on app navigation, troubleshooting technical issues, and resolving login or authentication problems.

EDUCATION

Bachelor in Science in Information Technology

2012 - 2017

ICCT Colleges Foundation Inc.
V. V. Soliven Avenue II, Bgy. San Isidro

Binangonan Catholic College

2008 - 2012

Libid, Binangonan, Rizal

- KEY SKILLS
- HTML, CSS, and JavaScript
 - Communication & Collaboration
 - Willingness to Learn
 - UI/UX Basics
 - Problem solving.
 - Customer service.
 - Attention to detail.
 - Fluent in English and Filipino.