ALESSANDRO M. MATE, JR.
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EDUCATION

Systems Technology Institute (STI), Quezon City, Philippines
Bachelor of Science in Information Technology
June, 2012- June, 2017

Yverdon de Pestallozi School, San Jose Del Monte, Bulacan, Philippines
June 2002-March 2012

SUMMARY OF SKILLS AND ABILITIES

- Proficient in programming languages such as JavaScript, React JS, Typescript, and Node JS.
- Strong understanding of front-end development, with expertise in utilizing React JS and the Ant Design framework.
- Familiarity with the latest AI trends, including integrating technologies like Chat GPT into web applications.
- Solid knowledge of network protocols, routing, and switching, along with experience in troubleshooting and configuring networks.
- Demonstrated experience in planning, coordinating, and executing IT projects, ensuring timely delivery and managing resources effectively.
- Excellent communication skills, capable of effectively conveying complex technical concepts to non-technical stakeholders.
- Proven ability to work collaboratively in cross-functional teams, with strong analytical and problem-solving skills for efficient issue identification and resolution.

PROFESSIONAL EXPERIENCE

Front End Web Developer, Media Meter Inc., Diliman, Quezon City, July, 2022 to Present

- Collaborated with designers to develop engaging and intuitive digital user interfaces, ensuring a seamless browsing experience.
- Translated wireframes into high-quality web pages using best practices in CSS and HTML.
- Implemented interactive web page behaviours using JavaScript, optimizing user interactions.
- Utilized version control with Bitbucket to manage code repositories and streamline deployment processes.
- Developed reusable code components and libraries, enhancing development efficiency and maintainability.

- Optimised applications for maximum speed and scalability, ensuring optimal user experience.
- Accurately estimated stories and tasks, considering effort, complexity, and uncertainty levels.
- Utilized JIRA to track and manage tickets, ensuring effective task management and timely delivery.
- Regularly debriefed on team performance, making incremental changes to improve productivity and quality.

Support Analyst (First Line), Atos, Eastwood Avenue, Quezon City, November, 2018 to April, 2022
- Handled customer inquiries and concerns in regards with their account
- Provided technical support and advise in resolving customer concerns
- Accurately attended and answered incoming emails based from the contractual SLAs account
- Logged all calls using the designated call handling system and entered accurate information of the received customer concern
- Ensured all tickets raised are accurately resolved with minimal discrepancies between call and ticket ratio
- Performed end-to-end ticket management to all incidents, changes and ensured that all received calls are provided with resolution

TRAININGS/SEMINARS ATTENDED

- **Developer Certification,** freeCodeCamp, December 1, 2021 (300 Hours)