ROLAND JOHN**DOROTEO**

FULL STACK WEB DEVELOPER
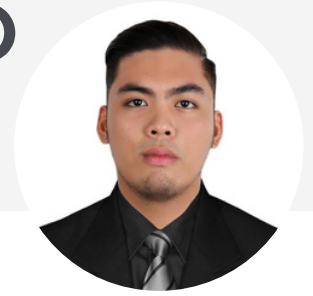
CONTACT

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SOFTWARE

- HTML5
- CSS3/ Bootstrap
- GitLab/ GitHub
- JavaScript
- ExpressJS
- NodeJs
- ReactJS
- MongoDB
- Postman

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

University of Perpetual Help System Dalta

2011 - 2017

ZUITT - CODING BOOTCAMP

Main Course Package

January - March 2023

PROFILE

- After working in the BPO industry for a period of 4 years, I made the decision to take a step back and undergo an intensive training program with Zuitt. This training program enabled me to refine my hard skills in programming.

JOB EXPERIENCES

VENMO SUPPORT TEAMMATE - US FINANCIAL
PAYPAL INC. (2022)

- Answer phone calls, emails, & chats from customers and work to resolve their queries in real time or work with the most relevant PayPal department so it can be dealt with appropriately
- Guide to set up adding bank & card as their payment method.
- Provide information about declined payments, negative balances, locating missing payments/fund transfers, & dispute unauthorized charges/payments.

B2B CUSTOMER SUPPORT SPECIALIST - AU TELCO
CONCENTRIX (2019 - 2021)

- Answering Incoming Calls & outbound follow up to B2B users- Service activation, Billing queries/complaints, Order/delivery status, Plan coverage, Network troubleshoot , & Soft sales offer
- Provide Tier 1 technical support for activation, setting-up, configuration, and troubleshoots their mobile coverage, router, DSL & Fiber internet.
- Update database, maintain accurate and current notes in all interactions.
- Installs, configures, and troubleshoots routers and IP based systems.
- Management of Open tickets and customer follow-up .

CUSTOMER SUPPORT ASSOCIATE - US HEALTHCARE
HINDUJA GLOBAL SOLUTIONS (2017-2019)

- Provides assistance to Doctors, Nurses and Receptionists in relation to Health Care Services.
- Provides Information to patients in relation to their benefit and eligibility based on their coverage.
- Handling data and verify customers bill based on their contract and state of law exemption.
- Sending claims back to reprocess the correct bill.
- Queries regarding customer's plan coverage