

Cipriano Jacobo

Mountain View CA, 94040 | C: 650-793-9870 E: ryanjacobo@yahoo.com

LinkedIn: [linkedin.com/in/cipriano-jacobo-4703776b](https://www.linkedin.com/in/cipriano-jacobo-4703776b)

Github: <https://github.com/ryanjacobo>

PROFESSIONAL SUMMARY

An engaging, highly detailed full-stack web developer with hands-on experience in the technology field as well as front-end, back-end development and UI Design. Seeking full-time employment with an opportunity to utilize my skillset.

TECHNICAL SKILLS

Languages / Frameworks

- **Front-End:** HTML, JavaScript, CSS, Flexbox, Bootstrap, TypeScript, React, ES6, JSX, Redux, Angular, Axios, Vue.js, Ajax, NPM (Node Package Manager), Ionic
- **Back-End:** Express, RESTful API, Sequelize, Passport, JWT (JSON Web Tokens), Node.js, SQL, NoSQL, Mongoose, Firebase

Technologies

- Github, GitKraken, Git Bash, PostMan, MySQL, MongoDB, AWS (EC2), Travis CI, MERN, MEAN, Heroku

Other Skills

- Agile Methodologies, SCRUM

Certification

- Cisco Certified Network Associate (CCNA)

Soft Skills

- Bilingual in English and Filipino

PROJECT SUMMARY

Github: <https://github.com/ryanjacobo/budget-app>

Budget-App: A MERN-based web application that provides users a platform for scheduling their monthly budget by allowing them to input their monthly income as well as individual expenses.

Front-End: React

Back-End: Express, Node, Sequelize

Database: MySQL

Technologies: GitHub, AWS,

EXPERIENCE

NCR Corp, California

September 2017 – Present

Customer Engineer

- Provide installation, maintenance and repairs on ATM machines within an assigned territory/region
- Resolving inbound customer calls, including; problem identification, escalation and resolution of operating system software problems
- Meeting customer Service Level Agreement requirements, elevate or escalate issues when appropriate
- Responsible for: Network fault management, performance management on traffic, configuration management, security management, software management, accounting management and remote system management

Facebook, California

July 2017 – September 2017

Temporary SPAM Contractor

- Identified fake Facebook accounts and implemented policies on violating accounts
- Reviewed high number of tickets daily to meet expected productivity
- Reviewed accuracy of disabled accounts and take action on appeals for account reinstatement by users
- Maintained high quality of reviews to make sure only violating accounts are disabled

AON Hewitt, Illinois***October 2016 – March 2017******Inbound Call Center Tech***

- Process 401k plan distributions, loans, withdrawals and rollovers for participants
- Change contribution rates, investment elections, beneficiary designations for participant's 401k plan
- Educates participants on options for their 401k plan and corresponding tax implications and provisions
- Reset customer password to process transactions

Google, California***October 2014 – June 2016******Content Review Operation Specialist***

- Performed a wide variety of application policy reviews on Google Play
- Acted on app content violations such as Copyright infringement, explicit sexual content, violence and hatred, real-life gambling, spam tactics, keyword leveraging and other policy violations
- Mastered Policy knowledge to ensure high quality app reviews specialized in Android Auto apps and provided support for generalist apps

Trends and Technologies Inc., Philippines***April 2013 – October 2014******Account Manager***

Handled Network Infrastructure and Telephone requirements of clients in the Hospitality Sector

Coordinated internal resources for service delivery

EDUCATION**Southern Careers Institute Powered by Woz U*****Oct 2019 – June 2020******Software Development******GPA: 4.0*****SAN BEDA COLLEGE ALABANG*****Oct 2000 – March 2004******Bachelor of Science in Information Technology***