Sanjay D. Gonsalves

Associate, Web Developer

Driven to learn quickly, advance computer proficiency and training in Web Development. Solid background in front-end and back-end settings supporting team needs. Flexible and hardworking team player focused on boosting efficiency and performance with conscientious, detail-oriented approaches and detailed understanding of various programming languages to webpage planning, development and maintenance. Experience designing and developing sites from concept to roll out. Foundational grasp of various CSS and HTML options, plugins, development platforms. Data-driven individual with excellent grasp of Google Analytics and other search optimization needs.

Contact

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Skills

Typing speed 40 – 50 wpm ●●●●○

Communication ●●●●○

Team Work ●●●●○

Creativity ●●●●○

Flexible & Adaptable ●●●●○

Work History

2020-03 - Current

FC Associate

Amazon , San Diego, CA

- Retrieved, filed, and prepared daily orders of 300 or more to accommodate customers needs: pulling merchandise, packing boxes and placing orders in delivery space.
- Maintained warehouse standards by ensuring clean and safe work environment including shelves, pallet area, workstations, and shipping/delivery areas.
- Managed efficient utilization of space, ensured quality objectives are met.
- The ideal candidate is focused on the customer experience, quality, safety, and productivity.
- Amazon Fulfillment Associates are among those on the front line fulfilling customers' orders within the Fulfillment Centers.
- Fulfillment associates are expected to understand aspects of production; adhere to strict safety, quality, and production standards.
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- Must be willing and able to work overtime as required Must be able to lift up to 49 pounds with or without reasonable accommodation.

Verbal and written communicati on ●●●●○

🖥 Software

HTML ●●●●○

CSS ●●●●○

Bootstrap CSS Framework ●●●○○

Bulma CSS Framework ●●●○○

JavaScript ●●●○○

Node JS ●●●○○

Express JS ●●●○○

Object Oriented Programming /ES6 ●●●○○

MySQL ●●●○○

🚩 Languages

Tagalog ●●●●●

English ●●●●○

- Must be able to stand/walk for up to 10-12 hours Perform production duties as needed: pick/pack orders, receive/stow product, ensure inventory accuracy, and unload/load trucks at or above the rate expectation for each task Assist Area Manager in daily management of department/FC duties, including allocating labor, leading meetings, assigning job duties, coaching, training and communicating with internal and external suppliers Continued meeting or exceeding of department performance goals Ability to work for different managers: managers move around to meet business needs and as Amazon's business grows you must adapt to changes in management Computer experience and excellent communication skills- able to coach, train and assist team members.
- Thinks outside of the box; searches for innovative solutions and demonstrate positive work attitude and leadership skills.

2016-04 - 2019-07

EC Supervisor

BlackArrow Express Inc., Baguio City

- Strategically plan and manage logistics, warehouse, transportation and customer services Direct.
- Liaise and negotiate with suppliers, retailers and consumers.
- Keep track of quality, quantity, inventory, delivery times, transport costs and efficiency.
- Arrange warehouse, plan routes and process shipments.
- Resolve any arising problems or complaints.
- Supervise, coach and train warehouse workforce.
- Meet cost, productivity, accuracy and timeliness targets.
- Maintain metrics and analyze data to assess performance and implement improvements.

2011-03 -

Data Entry Operator/Team Leader

2011-09   *Filmetrics Inc, Q.C*

- Area Supervisor for 8 branches in Luzon.
- Monitor & report recent activities of each branches to OM.
- Monitor & report daily data captures for each branches and agents.
- Generate and submit monthly report to operation officials.
- Tally Data captures with SSS E-6 Forms of each branches for data certification.
- Branch visits every once a month.
- Evaluate and Hire potential operator for other branches.
- Coordinate with SSS Branch manager and Operation Manager for any update due to process and any concern regarding operations Executive, operations.

2008-03 -   **Technical Support Representative**
2010-09

Aegis People Support Inc, Baguio City

- Providing first line customer service satisfaction.
- Accountable for timely and accurate response to client's issues.
- Demonstrates a strong customer service orientation.
- Solve client's concern quickly in accordance to the account SOP's.
- Generate report and monitor teams daily, weekly & monthly attendance.
- Generate report and monitor teams Quality Assurance.
- Provide assistance to new agents in handling clients and account SOP's.
- Ensures quality and accuracy in all phone transactions, Attained high performance ratings.
- Attained excellent customer service satisfaction.
- Ability to work under pressure with minimal supervision.
- Attained Leadership skills.
- Attained awards for performance and customer

service.

**2005-10 -
2006-09**

Technical Support & GBC Agent

Sykes Asia Inc, New Q.C

- Providing first line assistance to client's through telephone & email support.
- Providing data information support to client's relating to AT&T products.
- Providing Technical support for AT&T Home & Business accounts.
- Properly escalates issues that are irresolvable and not available on the knowledge base.
- Ensures quality and accuracy in all phone and ticket transactions.
- Demonstrates a strong customer service orientation and takes responsibility for follow – up to ensure customer needs and expectations are satisfied.
- Conducts callbacks to customers for unsolved issue or to gather more info.
- Accountable for timely and accurate response to client's technical issues and concerns.
- Quickly thinks of ways to solve a customer's concern in accordance to the process, Attained excellent rapport with client's.
- Attained high knowledge in DSL troubleshooting and router configuration.
- Attained customer satisfaction recommendation.
- Attained a 85% - 100% Quality Assurance evaluation.
- Attained good case handling time.
- Attained excellent communication skills.

**2004-11 -
2005-09**

GBC Agent

Mail And More In Philippines , Benguet

- In charge for accepting and handling mails and packages.
- To check all international priority package for containing prohibited or dangerous goods.
- In charge for computer performance,

troubleshoot and Internet network connections.
- To assure quality, service and cleanliness.

2004-08 - **2004-11**	**Customer Support Representative** *Planet Café, Baguio City*

- Maintain Software & Hardware performance for all 20 computers.
- Monitor & troubleshoot Linux Redhat Server for Internet connection.
- Monitor and troubleshoot Win XP for Network connection.
- To assure quality, service and cleanliness.
- In charge of Sales & Marketing strategies.
- Engaged in suggestive sales and provided assistance to customers.
- Achievements:.
- Proposed a Marketing Strategies to bring up sales by offering special promotions to gain additional income and regular customers.
- Able to monitor & bring up Linux server internet connection under minimal supervision.
- Was able to develop good communication & interpersonal skills.

Education

1997-01 - **2004-01**	**B.S: Computer Engineering** *University of Baguio*
2020-09 - **Current**	**No Degree: Web Developer** *UCSD Extension - San Diego, CA*

- Continuing education in Web Development
- Member of GitHub Community