



SARAH JEAN TRAJANO

AI Talkbot Designer | Web Developer

PROFESSIONAL SUMMARY

Experienced technology professional with 8 years of experience in a government agency. Skilled in programming, project management, and AI talk bot design. Also proficient in web development with 2 years of experience. Passionate about staying up-to-date with the latest technologies and continuously improving skills. Committed to leveraging expertise to contribute to agency goals and drive innovation

PROFESSIONAL EXPERIENCE

February 2023- Present

CAPITALTEK

Part-Time Web Developer

- Provided website design and development services to small business clients, including front-end design, back-end management (including database and server integration), troubleshooting and problem resolution, and website migration and domain transfer.

2022 -Present

WIZ HOLDINGS PTE. LTD

AI Talkbot Designer

- Designed and implemented AI Talkbot solutions on the WIZ platform for clients, including designing responses, managing language corpus, and configuring rules and logic. Utilized NLP technology for voicebot implementation and problem-solving skills to approach solutions. Tested and verified Talkbot performance and maintained and improved it for optimal customer experience. Conducted post-processing of recorded voices to train TTS and ASR models and managed project timelines and client expectations.

2014 - 2022

OFFICE OF THE PRESIDENTIAL ADVISER ON THE PEACE PROCESS

Project Officer

- Provided support coordination to the National Program Manager and served as Lead/Focal Person for projects, overseeing their implementation and conducting assessments. Coordinated with OPAPP Units and Partner Agencies regarding project concerns, attended meetings, and helped prepare budget proposals. Drafted communications and maintained and updated program and project files, performing additional tasks as required by the Assistant Secretary for Programs.

CONTACT

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- 📍 Pasig City, Philippines

SKILLS

- PHP
- HTML and CSS
- Javascript
- Nodejs
- Express.js
- MySQL
- VSCode
- Wampp Server
- Cpanel Configuration
- Git
- Microsoft Windows Server Administering and Implementing
- Google Apps
- Microsoft Office
- Xampp Server

EDUCATION

Pamantasan ng Lungsod ng Pasig

2010 - 2014

Bachelor of Science in Computer Science