

JASTONI L. VILLANUEVA

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OBJECTIVE

- IT professional with experience in web development, technical support, and AI-related operations. Skilled in problem-solving and data validation, seeking to contribute to a technology-driven team while continuously developing technical expertise.

SKILLS SUMMARY

- Front-End Development: HTML, CSS (Bootstrap, Tailwind, Sass), JavaScript, React.js
- UI/UX Implementation: Experience transforming wireframes & mockups into functional prototypes using Figma
- Version Control & Collaboration: Proficient in Git & GitHub for efficient team collaboration
- Problem-Solving & Troubleshooting: Analytical mindset to identify, diagnose, and resolve technical issues
- Technical Support Experience: Strong background in email-based player support and handling account-related issues
- Process Automation & Data Analysis: Skilled in using automation tools and data-driven insights to optimize workflows
- Communication & Teamwork: Collaborative, adaptable, and skilled in maintaining a positive team dynamic

WORK EXPERIENCE/EXPERIENCE

- **Genpact – Process Developer (June 2025 - Present)**
 - Annotated and validated production user reports to enhance AI model performance and product quality
 - Conducted data review and validation to distinguish relevant issues from non-impacting reports
 - Evaluated Large Language Model/Machine Learning outputs against human-reviewed data to improve model precision
 - Monitored regression metrics and escalated threshold breaches to minimize user impact
 - Partnered with engineering teams by delivering structured data insights to support issue resolution
- **Movate – Technical Support Engineer (April 2024 – May 2025)**
 - Provided email-based support to players, resolving game-related issues and handling account or technical concerns

- Investigated compromised & banned accounts, ensuring proper recovery and policy enforcement
- Quickly adapted to support tools like Salesforce Lightning, improving player support efficiency
- Delivered clear, empathetic responses, ensuring a positive player experience
- **CWallet – Frontend Web Developer (December 2023 – March 2024)**
 - Worked remotely for 3 months as a Frontend Web Developer at CWallet, a startup finance tech company in Qatar
 - Developed responsive, user-friendly websites for four projects, transforming them into functional web applications
 - Implemented UI designs for Web Wallet (public users) and Admin Portal (internal users)
 - Worked within an Agile environment, participating in peer programming and testing sessions
 - Collaborated with QA to understand API functionalities and contributed to documentation using React.js
- **Accenture Technology Academy – Intern (February 2023 – March 2023)**
 - Completed a self-paced comprehensive training program on full-stack development
 - Developed websites using ASP.NET, Microsoft SQL Server, Bootstrap, HTML, CSS, JavaScript, and Microsoft tools

EDUCATIONAL BACKGROUND

STI College Global City

Bachelor of Science in Information Technology (Cumlaude)
2019 - 2023

STI College Global City (Senior Highschool)

Information Technology in Mobile App and Web Development (With High Honors)
2017 – 2019

Army's Angel Integrated School

Elementary – Junior Highschool
2007 – 2017

ACHIEVEMENTS, SEMINARS AND TRAININGS

- **Agentic AI**
 - Overview of AI-driven decision-making and automation
- **Generative AI**
 - Learned how AI can create content like text, images, or code
- **Udemy – React.js & Node.js Course (May 2023 – Present)**
 - Gained proficiency in React Hooks, API Context, Redux basics, ORM for databases, and MVC pattern implementation