



## **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