

ROCHELLE BENET ILUSTRE

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SUMMARY:

- Significant experience in visual graphics and web design & development
- Strong exposure in Client Management for more than 10 years

WORK EXPERIENCES:

April 16, 2018 - October 15, 2018

Nusku Outsourcing Solutions | Bonifacio Technology Center, Taguig

JavaScript Developer

- Use markup languages like HTML to create user-friendly web pages
- Maintain and improve website
- Optimize applications for maximum speed
- Design mobile-based features
- Collaborate with back-end developers and web designers to improve usability
- Get feedback from, and build solutions for, users and customers
- Write functional requirement documents and guides
- Create quality mockups and prototypes
- Help back-end developers with coding and troubleshooting
- Ensure high-quality graphics standards and brand consistency
- Stay up-to-date on emerging technologies

January 15, 2016 – February 9, 2018

Concentrix Services Corporation | Eastwood, Quezon City

Product Data Specialist

- Responsible for EDC creation content and overall customer experience via cdw.com as well as SPS for internal Account Managers.
- Works closely with Product Specialists, Brand Managers, Purchasing, ICAN and Manufacturer contacts to execute on all content and core EDC creation and maintenance.
- Achieve qualitative EDC creation by producing description uniformity and description maintenance.
- Identify and help drive process improvements to the maintenance and enhancement of product data
- Apply product knowledge, critical thinking and problem solving to ensure accurate categorization for specified product categories and overall data stewardship

July 7, 2014 – January 14, 2016

Digitek Computer Products | Fort Bonifacio, Taguig

Customer Service Representative

- Responsible in data entries such as sales quotes and orders.
- Ensure timely end to end order processing. From order entry to releasing of sales within Distribution center's cut off time.
- Ensures timely entry of order which is one hour
- Supports Account Manager in all back end tasks by creating daily sales order report and order tracking.

August 2, 2010 – November 5, 2013

Ingram Micro, Philippines | McKinley Hill, Taguig

Customer Service Specialist

May 9, 2005 – July 30, 2010

SPI Global(Formerly E-PLDT Ventus, Inc) | Bonifacio Technology Center, Taguig

Customer Service Specialist

- Manages Tier 1 Accounts by meeting ISO quality standards of accurately processing return, discrepancies, all client claims and other account-based escalations.
- Leads and attends to all Client conference calls.

IT-Based PROGRAMS and SEMINARS ATTENDED:

- **Women Who Code In the Dark**
October 20, 2018 | Atlassian HQ, BGC
- **Develop Her Accenture All-Female Hackathon**
September 29-30, 2018 | Uptown Place Tower 3, BGC
- **Web and mobile developers Full-Stack Development using Progressive UI Framework and firebase as Backend**
Aug 26, 2018 | Citynet Central, Mandaluyong
- **Full Stack Web Development** - Website Creation Basics (Sublime, Github, Browsers, CLI), Front-end Development (HTML, CSS, Bootstrap, Sass), Programming & Algorithms (PHP, JavaScript), Database and SQL (MySQL), MVC Framework using Laravel
TUITT Coding Bootcamp| Timog, Quezon City | October 22, 2017 - May 1, 2018
- **Women Who Code Manila Hackathon: Learn, Collaborate, & Hack**
November 24th - 26th 2017 | Atlassian, BGC
- **Digital Illustration and Page Design** Adobe Illustrator and InDesign
CIIT College of Arts and Technology Inc. | Timog, Quezon City | July 22, 2017 – September 23, 2017
- **Web Interface Design** HTML5, CSS, Responsive design, Javascript, Wordpress and Dreamweaver
First Academy of Computer Arts | Timog, Quezon City | October, 2016 – February, 2017
- **Visual Graphic Arts** Adobe Photoshop and Illustrator
First Academy of Computer Arts | Buendia, Makati | January, 2015 – January, 2016
- **FPPF Amorsolesque Workshop** (inspired by National Artist Fernando Amorsolo)
Intramuros, Manila | August 26, 2012

- **FPPF Advanced Photography**
Intramuros, Manila | August 7, 2011
- **Basic Networking, Subnetting, Cisco IOS Familiarization and Basic Cisco and Switch Configuration** DIOS Philippines IT Training | January 23, 2010
- **FPPF Basic Photography**
Intramuros, Manila | December 21, 2008
- **Web Development**
ALC Computer Learning Center | May 3 – 29, 2005

EDUCATION:

- **Bachelor of Science in Computer Science**
Trinity University of Asia , Quezon City | June, 2001 – March, 2005
- **Bachelor of Science in Mathematics**
Far Eastern University | June 1999 – March 2000