JERICHO G.DELOS REYES

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WORK EXPERIENCE

US Technical Support (Customer Experience Associate I) | Conduent (APCL) **August 2025 - December 2025**

- Provided technical chat support and troubleshooting for US-based and Global clients within a specialized technology account.
- Guided 50+ customers daily through step-by-step system diagnostics, contributing to a 90% increase in the team's overall customer satisfaction (CSAT) scores.

Virtual Assistant (Freelance) | Redbrick Property UK **August 2024 - November 2024**

- Delivered remote administrative, data entry, and client communication support (chat and email) for a UK-based property management firm.
- Streamlined property operations by digitizing records, reducing administrative processing time.

UNISYNC | University Management System (React, Firebase, Tailwind CSS, PWA)
- Developed a real-time unified announcement system handling complex faculty scheduling and automated room allocation.
- Improved university communication accuracy by implementing a Naive Bayes classifier to intelligently filter and route targeted announcements.

E-ALERT | Emergency Response Mobile Application (React Native, Firebase Realtime DB, Geolocation API)
- Architected a cross-platform (iOS/Android) emergency reporting application featuring live GPS tracking and responder dispatch logic.
- Achieved near-zero latency in critical location updates by validating and optimizing data synchronization between the User and Responder interfaces.

RAMENILA | E-Commerce & Inventory System (Vanilla JavaScript, HTML5, CSS3, Firebase)
- Built a zero-dependency, dual-interface (Client/Admin) e-commerce platform from scratch to solidify core web fundamentals.
- Streamlined administrative inventory management by syncing client-side orders with the admin dashboard in real-time, successfully processing transactions.

TECHNICAL SKILLS

- **Languages**: JavaScript (ES6+), Python, C++, HTML5, CSS3.
- **Frameworks & Libraries**: React.js, React Native (Expo), Next.js, Tailwind CSS.
- **Backend & Cloud**: Firebase (Firestore, Auth, Hosting, Realtime DB), Vercel, SQL.
- **Tools**: Git/GitHub, VS Code, Manual Testing, System Observability.

EDUCATION

Bachelor of Science in Computer Science | *Cavite State University* **2023 - Present**

- **Relevant Coursework:** Design and Analysis of Algorithms, Advanced Database Systems, Data Structures, Experimental Statistics, Fundamentals of Information Systems.