

JERRALD VERZOSA

WORDPRESS TECHNICAL
SUPPORT / DEVELOPER



PROFILE

Detail-oriented technical support professional with four years of experience in troubleshooting and resolving complex technical issues across various platforms. I've developed a strong foundation in front-end technologies like HTML, CSS, JavaScript, and jQuery, and have successfully expanded my expertise into WordPress development. Proficient in both custom WordPress development and using page builders like Elementor and Classic Gutenberg, I am dedicated to delivering dependable WordPress support and enhancing user experiences. Eager to further my career and acquire additional skills, I'm seeking a role that allows for professional growth, whether in customer support, technical support, or WordPress development.



+63 917 116 4329



jerrald.m.verzosa@gmail.com



<https://jmv1.blog>



Makati, Philippines

SKILLS

- Technical Support Expertise
- Web Development
- Wordpress Development and Support
- Communication Skills
- Rapid Learning and Adaptability
- Cross-Platform Proficiency
- Customer Service Excellence
- Collaborative Team Player
- Highly Trainable

EDUCATION

BACHELOR OF SCIENCE IN NURSING

New Era University
2004 - 2005

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY WITH SPECIALIZATION IN WEB AND MOBILE APPLICATION

FEU Institute of Technology
2011 - 2013

EXPERIENCE

24/7.ai - Makati City, Philippines

CUSTOMER SUPPORT REPRESENTATIVE - 2016

- Optus

Alorica - Makati City, Philippines

TECHNICAL SUPPORT REPRESENTATIVE - 2010 - 2011

- Verizon

Sutherland Global Services - Clark Freeport Zone, Philippines

TECHNICAL SUPPORT REPRESENTATIVE - 2007 - 2010

- Intuit TurboTax
- Avis Budget Group
- Xbox