JHON JOSHUA ABUTAN

UI/UX DESIGNER AND WEB DEVELOPER

CONTACT

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EXPERTISE

- Front-End Development (JavaScript, React, Tailwind CSS, TypeScript)
- Responsive Web Design & UI/UX Implementation (Figma, HTML/CSS)
- Social Media Management, Community Outreach & Content Creation (Canva, CapCut)
- Customer Support via Live Chat, Email & CRM Tools (Zendesk, Richpanel)
- Database Management & Back-End Integration (PHP, MySQL)
- Virtual Assistance & Administrative Support
- Technical Troubleshooting & User-Centered Communication

EDUCATION

Bachelor of Science in Information Technology, Major in Web Development

AMA College Cavite
2020 – 2025

CERTIFICATIONS

Responsive Web Design Certification
freeCodeCamp
July 2025

WORK EXPERIENCES

Technical and Retention Specialist   2022-2024
Concentrix

- Provided multi-channel technical support for mobile, broadband, and device-related concerns, including SIM activation, billing, and network issues.
- Handled customer retention by delivering personalized solutions and preventing service cancellations through effective problem-solving.
- Ensured high customer satisfaction by collaborating with internal teams and delivering clear, empathetic communication across voice and non-voice channels.

Email and Social Media Support   2024-2025
Just Lyne LLC

- Responded to customer inquiries via email and social media platforms regarding orders, shipping, sizing, and returns.
- Processed refunds, exchanges, and order adjustments while ensuring a smooth and positive customer experience.
- Escalated complex issues to the appropriate team and followed up to ensure timely resolution and customer satisfaction.

Social Media Manager   2025
Magic Worlds

- Grew online presence by managing and scheduling engaging content across Facebook, X (Twitter), LinkedIn, Discord, and Telegram.
- Conducted community outreach by joining and promoting the game in over 40+ relevant online groups and channels.
- Built and nurtured a community of early supporters, encouraging feedback and interaction to boost game visibility and development.

PROJECTS

Full Stack Developer

Smart Clinic

- Developed a full-featured clinic management system with secure patient login, appointment scheduling, online consultation and electronic medical records using PHP and MySQL.
- Integrated real-time form validations and dynamic UI elements using JavaScript to enhance user experience and data accuracy.

Front-end Developer

Classic Games Hub

- Built a browser-based game hub featuring multiple mini-games with responsive layouts and intuitive UI using pure HTML, CSS, and JavaScript.
- Implemented dynamic game logic and interactive components to provide an engaging and lightweight gaming experience.

Personal Web Portfolio

- Designed and developed a responsive, modern portfolio website using React and TypeScript to showcase projects, skills, and contact information.
- Utilized Tailwind CSS for fast styling and clean UI, with smooth animations and component-based architecture for scalability and maintainability.