



IVY MAE GIMENO

FRONT-END DEVELOPER |
GRAPHIC DESIGNER

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🌐 <https://portfolio.gimenodesignsolutions.asia>

📍 Gardenia St., Brgy. Guihaman, Leganes,
Iloilo, Philippines

PROFILE

IT graduate with 5+ years of customer service experience and a strong foundation in web development, IT support, and graphic design. Proficient in HTML, CSS, JavaScript, GitHub, Cloudflare, Canva, Microsoft Office, and Google Workspace. Passionate about building responsive websites, solving technical issues, and creating effective digital solutions.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

- Iloilo Science and Technology University
P.D. Monfort South, Dumangas, Iloilo
(2012-2016)

SKILLS

- Basic troubleshooting & network fundamentals
- Software Installation & Configuration
- Network Connectivity Troubleshooting
- Password Reset & User Account Management
- DNS Management (Cloudflare)
- Custom Domain Deployment
- Web Development (HTML5, CSS3, JavaScript)
- Version Control (Git, GitHub)
- Responsive Web Design
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Gmail, Drive)
- Visual Content Creation (Canva, Adobe Illustrator)
- Content & Multimedia (ElevenLabs, Dolby, CapCut)

WORK EXPERIENCE

CHAT SUPPORT II

TELUS International October 2023 - March 2026

- Resolves live chat inquiries for higher-tier customers efficiently and professionally.
- Provides troubleshooting assistance and guides customers through issue resolution
- Maintains a positive customer experience by handling concerns and escalations effectively.

CSR II ESCALATION SPECIALIST / SUPERVISOR

TELUS International | Oct 2022 - Oct 2023

- Serves as the highest point of escalation for complex technical and account-related issues.
- Performs root cause analysis for application malfunctions and background check discrepancies.
- Coordinates with internal teams to ensure timely resolution of customer concerns.

CSR I BACKGROUND CHECK SPECIALIST

TELUS International | 2021 - Oct 2022

- Manages sensitive customer data and verification processes with accuracy.
- Reviews background check requirements and ensures compliance with security protocols.
- Maintains detailed records while meeting quality and confidentiality standards.

CSR I LOYALTY PROGRAM AGENT

Inspiro | Sep 2018 - Jan 2020

- Handles flight bookings, cancellations, and rebookings for customers.
- Responds to customer inquiries and provides accurate travel-related information.
- Resolves customer concerns while maintaining service quality and efficiency.

VIRTUAL ASSISTANT

Philippine E-main Outsourcing | Jul 2017 - Mar 2018

- Prepares reports and analyzed client data for business operations.
- Maintains accurate records of financial transactions and documentation.