

# JUSTIN C. OFRACIO

Seeking a challenging executive role to leverage analytical skills and drive organizational Detail-oriented and creative Web Developer with a strong foundation in both front-end and back-end technologies. Skilled in HTML, CSS, JavaScript, PHP, and modern frameworks such as React. Passionate about building responsive, user-friendly websites that deliver great user experiences. Proven ability to work collaboratively in teams or independently, with a strong commitment to clean code and continuous learning. Seeking opportunities to contribute technical expertise and innovation to dynamic development projects.

## Work Experience

### Freelance Web Developer

Jan 2025 - Present

- Developed responsive websites using HTML, CSS, JavaScript, and PHP, improving site performance and mobile compatibility across multiple projects.
- Integrated front-end designs with back-end systems using tools like Laravel and MySQL to build dynamic, data-driven applications.
- Collaborated with clients to gather requirements and implement feedback, ensuring user satisfaction and timely delivery of web solutions.

### T-Mobile Customer Service (onsite)

May 2025 - Aug 2025

- Provided real-time support via chat to customers regarding billing, technical issues, and account inquiries, consistently maintaining high satisfaction scores.
- Resolved an average of 60+ customer concerns daily with empathy, accuracy, and efficiency while meeting or exceeding key performance metrics (KPI).
- Collaborated with team leads and technical departments to escalate issues when needed, ensuring quick resolution and a seamless customer experience.

### IT Support Specialist

Feb 2023 - Jan 2024

- Diagnosed and resolved technical issues related to hardware (PCs, printers, peripherals) and software (OS, productivity tools, security applications) for end-users.
- Provided clear, step-by-step support both remotely and in person, improving issue resolution time and increasing user satisfaction.

## Educational Background

### Bachelor of Science in Information Technology

Pampanga State Agricultural University

Aug 2024 - Aug 2025

- Specialization in Web Development & Cybersecurity

### Computer System Servicing NCII

Sta. Lucia Highschool

July 2023 - May 2024

- Relevant coursework in Networking, Troubleshooting hardware & software and Server Side Management

## Contacts & E-Portfolio

Philippines, Pampanga

09632230035

justinofloki@gmail.com

<https://justinofracio.netlify.app/>

## Skills

### Web Development

- HTML5
- CSS3
- JavaScript
- TypeScript
- React
- Bootstrap
- Tailwind
- MySQL
- PHP
- NodeJS

### Tools & Platforms

- Visual Studio Code
- Github
- Git
- AWS
- Netlify
- Vercel
- ChatGPT5
- Claude Sonnet 4
- Cursor
- Prompt Engineering
- OpenRouter

### Programming Languages

- Java
- Python

### Certifications

- Cybersecurity - CISCO
- Java Intermediate
- Certified Ethical Hacking Course - ETH University

### Languages

- English (Fluent)
- Filipino (Fluent)