

# OLIVE CHIJA

WEB DESIGNER AND DEVELOPER

## SOFT SKILLS

Collaborative  
Dedicated  
Client Focus  
Attention to Details  
Organized  
Professional  
Adaptable in Fast-paced Environments

## TECHNICAL SKILLS

HTML  
CSS  
JavaScript  
PHP  
SQL  
MySQL  
ReactJS  
jQuery  
Tailwind  
Bootstrap  
WordPress  
Joomla  
Adobe Photoshop  
Adobe Illustrator  
Adobe XD  
GitHub  
VSCode  
Microsoft Office

## CONTACT

+1 780 514 8298  
olivechija@gmail.com  
olivechija.com/portfolio

## LOCATION

Edmonton AB T5H3J1

## REFERENCES

Available upon request.

## QUALIFICATIONS SUMMARY

Possessing a solid foundation in web design and development, complemented by proficient IT and client support skills. Demonstrated strong work ethic evident in task approach. For recommendations from previous employers, please visit <https://olivechija.com/portfolio>. Inviting consideration of capabilities, with confidence in satisfaction.

## PROJECTS

### Little Bits

Sep 2023 – Dec 2023

Technology used:  
CMS – WordPress, HTML, CSS, and JavaScript, JQuery, and PHP.

- Consulted with clients, ensuring a clear understanding of website requirements.
- Conducted comprehensive research to recommend optimal design technologies and stay updated on industry trends.
- Developed website architecture, determined hardware/software requirements, and implemented solutions.
- Sourced, selected, and organized information for website design, ensuring an optimal user experience.
- Created wireframes, mockups, and prototypes, effectively presenting design ideas for client approval and feedback.
- Developed the website using various technologies (CMS - WordPress, HTML, CSS, JavaScript, JQuery, PHP).
- Performed testing and debugging for seamless website functionality, addressing issues promptly.
- Execute SEO tactics aimed at enhancing search engine standings and generating natural website traffic.
- Created comprehensive documentation guides to assist clients in platform navigation.

Other projects please visit:

<https://olivechija.com/portfolio/work>

## EDUCATION

### Web Design & Development

Jan 2022 – Dec 2023

**Achievement:** Consistently listed on the **Dean's honor roll** (1<sup>st</sup> to 4<sup>th</sup> terms). Northern Alberta Institute of Technology (NAIT) Edmonton, AB T5G 2R1 Canada

### Computer Engineering

Jun 2000 – Mar 2005

Adamson University  
Manila Philippines

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## WORK HISTORY

**Technology Associate**  
Sutherland  
Windsor ON, Canada  
Remote Position  
Mar 2024 – Sep 2024

- Demonstrating technical proficiency through the effective use of technology resources, showcasing expertise in troubleshooting and resolution of fan inquiries
- Cultivating a robust understanding of the client's diverse products and services to deliver informed and accurate support
- Contributing to continuously improving customer support processes by providing valuable insights and feedback to enhance overall service delivery
- Collaborating with cross-functional teams to stay abreast of policy and procedure updates, ensuring the ability to address customer queries with up-to-date information

**IT Support**  
Universal Rail Systems  
Edmonton AB, Canada  
Jun – Aug 2022  
(Summer Job)

- Installed, configured, and maintained computer systems, peripherals, and software applications.
- Provided technical support to internal clients, performed troubleshooting, and escalated complex issues as necessary.
- Documented IT procedures, configurations, and troubleshooting steps.

**Customer Service Executive**  
Markono Print Media Pte Ltd  
Pioneer Crescent, Singapore  
Aug 2017 – Apr 2020

- Provided support to corporate clients through multiple channels, coordinating with internal departments to fulfill client requirements efficiently.

**Achievement:** I was fortunate to receive the highest performance evaluation among the ten customer service executives in our department from our manager.

**Customer Service Executive**  
Mox Singapore Pte Ltd  
Playfair Road, Singapore  
Jul 2012 – Sep 2016

- Managed various aspects of customer interaction for corporate clients. This includes addressing technical inquiries, sales inquiries, billing concerns, and general queries through multiple channels like phone, email, and in-person interactions.

**Achievement:** Our managing director provided me with a testimonial letter regarding my work attitude upon my departure from the company.

**Customer Service Officer**  
Singapore Post Ltd  
Eunos Road, Singapore  
Apr 2010 – Apr 2012

- Managed escalated issues from frontline agents, ensuring timely and appropriate resolution. Addressed feedback and complaints from clients, promptly resolving them or directing them to relevant departments.

**Technical Support**  
Alorica Philippines Inc.  
Makati City, Philippines  
Jan 2007 – Mar 2010

- Troubleshoot Verizon clients' internet connectivity issues with their devices, such as computers, modems, and routers. Liaise with other internal departments to ensure the resolution of reported issues.

**Achievement:** Promoted from Level 2 to Level 3 Technical Support. Achieved the top position for the month in Technical Support twice (September and December 2007).