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WORK EXPERIENCE

9epoch.ai

Frontend Developer

Jan 2025 - Mar 2025

- Redesigned and implemented authentication flows, enhancing user experience for sign-in and sign-up processes
- Optimized pricing component architecture and UI, improving maintainability and user interaction
- Delivered responsive, performant frontend solutions using modern web technologies

CLICKUP

Technical Support

Nov 2024 - Present

- Performed complex API troubleshooting and resolved technical issues using Chrome DevTools, focusing on both frontend and backend challenges across web, desktop, and mobile platforms
- Collaborated with Engineering and Developer teams by providing detailed bug reports with reproduction steps, HAR files, and video documentation for efficient issue resolution
- Identified and documented frontend vs backend defects, communicating technical problems effectively to both developers and customers
- Contributed to team knowledge base and support documentation, promoting continuous improvement and efficient problem-solving practices
- Utilized REST API knowledge to diagnose and resolve integration-related customer issues
- Demonstrated strong analytical skills through deep technical investigation and root cause analysis
- Maintained high customer satisfaction while managing multiple complex technical cases independently

Customer Support Specialist

Nov 2023 - Nov 2024

- Encouraged clients to maximize their use of platform features and developed beneficial workflows to supercharge their efforts.
- Corresponded with clients via email, chat, and phone to provide seamless support.
- Owned the customer experience by leading customers to solutions with minimal effort.
- Articulated insights from customers to product, development, and marketing teams, contributing to the continuous improvement of the platform.
- Collaborated with colleagues at all levels throughout the organization to find and deliver the best solutions.
- Educated and empowered users to become proficient and successful platform users.
- Contributed to the improvement of team processes and client-facing support documentation.
- Acted as an ambassador for the platform, helping customers and stakeholders succeed in their roles.
- Drove product change and improvement through continuous feedback and participation in projects aimed at making the platform a leading productivity tool.

PRINTRAIL

FullStack Developer

Jul 2023 - Present

- Engineered and launched a 24/7 accessible landing page for a printing business, enhancing online presence and driving customer engagement through a responsive, SEO-optimized design using React, Next.js, and Tailwind CSS.
- Developed and deployed an event management web application for a wedding, enabling seamless RSVP management and guest communication. This real-world application demonstrated the platform's reliability and efficiency, laying the groundwork for broader adoption.

MGIUK GLOBAL VISA SERVICES

Fullstack Developer/IT Support (Freelance)

Jan 2023 - Oct 2023

- Invoicing System & Visa Evaluation Form: Built a web-based invoicing system for financial management and a user-friendly UK visa form to simplify the application process.
- IT Infrastructure Setup: Configured HubSpot for improved lead management and customer engagement; implemented Office 365 to boost team collaboration and productivity.
- Domain Management: Managed web assets and email services, resolving domain-related technical issues.

- **Web Development Expertise:** Utilized technologies like React, TypeScript, Next.js, MongoDB, MySQL, Tailwind CSS, HTML, CSS, JavaScript, Node.js, and Prisma ORM to create web applications that increase efficiency to company's processes.

CONCENTRIX

Cagayan de Oro City

Sr. Trainer

Apr 2023 - Nov 2023

- **Content Creation:** Developed up-to-date training materials.
- **Project Management:** Coordinated with stakeholders to achieve training goals.
- **Intern & OJT Training:** Provided practical training and insights for professional growth.
- **Technical Expertise:** Shared knowledge in technical areas to equip learners with skills.

SME/Sr. Trainer

Sep 2022 - Apr 2023

- **Training Module Creation:** Crafted modules focused on game mechanics, lore, and strategies to enhance team understanding and performance.
- **Subject Matter Expertise:** Addressed questions, resolved doubts, and guided all aspects of the game, improving team effectiveness and customer satisfaction.
- **Game Company CRM Utilization:** Managed CRM tools specific to the game company, streamlining support processes and training new team members for optimal use.
- **Continuous Learning:** Promoted ongoing learning, keeping the team updated with the latest game developments and strategies for superior support.

Trainer II

Apr 2022 - Sep 2022

- **Content Creation:** Produced engaging and current training materials to facilitate effective learning.
- **Project Management:** Directed training projects from planning to evaluation, meeting objectives within deadlines and budgets.
- **Intern and OJT Training:** Offered hands-on training and insights, aiding professional growth and real-world readiness.
- **Technical Expertise:** Delivered training on a wide array of technical subjects, imparting valuable skills through expertise and experience.

Trainer I

Aug 2019 - Dec 2021

- **New Product Rollouts:** Trained teams effectively for new product introductions.
- **CCNA Certification:** Gained in 2020, demonstrating dedication to tech proficiency.
- **Salesforce:** Enabled better use of CRM for improved business processes.
- **Content Creation:** Produced accessible and compelling training videos and materials.

L2 Technical Support Specialist

Aug 2018 - Aug 2019

- **Advanced Networking Expertise:** Troubleshoot complex network problems, optimizing performance and security.
- **Salesforce Proficiency:** Leveraged CRM for better support operations and data-driven improvements.
- **Efficient Ticket Management:** Prioritized support requests to enhance response times and satisfaction.
- **Cross-Functional Collaboration:** Worked with other teams to relay customer feedback for product improvement.
- **Exceptional Customer Engagement:** Communicated clearly, fostering client independence and reducing ticket volume.
- **Training and Knowledge Sharing:** Educated L1 agents on technical issue resolution and Salesforce use.
- **Performance Metrics:** Surpassed key support metrics, showcasing a strong commitment to service excellence.

Technical Chat Support

May 2017 - Aug 2018

- **Chat-Based Support:** Managed technical inquiries and resolutions through chat.
- **SOHO Networking Expertise:** Assisted with connectivity, configuration, and troubleshooting.
- **Salesforce Proficiency:** Logged and tracked cases for effective case management.
- **First-Year Transition:** Gained essential experience for advancement to L2 Technical Support Specialist.

EDUCATION

Ateneo de Cagayan

Cagayan de Oro City

BS Information Systems

Graduation Date: Mar 2017

SKILLS & INTERESTS

Frontend: React, Next.js, TypeScript, HTML, CSS, JavaScript, TailwindCSS, shadcn-ui

Backend: Node.js, Express, Nest.js, REST APIs

Databases: MongoDB, MySQL, Supabase, Prisma, Drizzle

DevTools: Chrome DevTools, Git, GitHub

Cloud: GCP, AWS, Vercel

CRM: Hubspot, Hubspot API, Salesforce, ClickUp, ClickUp API

Others: Technical Documentation, API Testing, Bug Tracking, Network Troubleshooting