

Justine Lawrence Coronel

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WORK EXPERIENCE

Conduent PH

December, 2025 - June, 2026

Customer Experience Associate I

Pasay, Metro Manila

- Served as a primary point of contact for client accounts, delivering consistent and solution-driven support across multiple service channels
- Coordinated across internal teams and platforms to troubleshoot concerns, streamline processes, and ensure seamless service delivery for end-users

Telus Digital

June, 2026 - August, 2026

IT Technical Support Intern

Makati, Metro Manila

- Primary point of contact for end-user technical issues, providing first-line support across hardware, software, and connectivity concerns.
- Collaborated with senior IT staff to escalate complex tickets, ensuring timely resolution and clear documentation of recurring issues.

PROJECTS

RAMENILA

- Built a responsive, full-stack web application and operational admin dashboard utilizing HTML5, CSS3, Vanilla JavaScript, and Firebase to streamline restaurant operations, client orders, and inventory control.
- Designed and deployed robust system architecture featuring role-based access control, automated low-stock alerts, and an interactive analytics dashboard for live sales and metrics tracking.

DIGISELF PROJECT

- Built a highly responsive, mobile-first educational web application using raw HTML5, CSS3 Grid/Flexbox, and modern Vanilla JavaScript to dissect the impacts of digital psychology and online behavior.
- Gamified digital wellness by engineering interactive identity assessment tools and recovery trackers, all wrapped in a sleek, dark-themed UI compliant with strict WCAG 2.1 AA accessibility standards.

CVSUKEY

- Conceptualized and designed an advanced user interface architecture and operational framework for an institutional NFC-based e-wallet administrative system prototype.
- Engineered a comprehensive proof-of-concept tool to validate administrative workflows, optimize user interaction paradigms, and establish baseline system requirements for future development phases.

Sorting Algorithms Visualizer

- Engineered an interactive sorting algorithm visualizer using Next.js, TypeScript, and the Canvas API to demonstrate real-time execution, comparisons, and time complexity metrics for Bubble Sort, Merge Sort, and Quick Sort.
- Implemented multi-thread simulation layouts for side-by-side performance comparisons, incorporating user controls for playback speed, array sizing, and customizable audio-visual feedback via Framer Motion.

TECHNICAL SKILLS

- **Languages:** JavaScript, Python, Java, HTML5, CSS3.
- **Backend & Cloud:** Firebase (Firestore, Auth, Storage), REST APIs, NoSQL Database Design.
- **Tools & Hardware:** Git/GitHub, VS Code, Live Server, Arduino, Hardware Troubleshooting, CLI.
- **Soft Skills & Operations:** IT Support, Customer Experience (CX), Incident Management, Technical Communication.

EDUCATION

Cavite State University - Imus Campus

2023 -

Present

Bachelor Science in Computer Science
Cavite

Imus,

- **Relevant Coursework:** Data Structures and Algorithms, Object-Oriented Programming, Database Management Systems, Information Assurance and Security, Computer Networks, Software Engineering