

# ADONIS MEDROCILLO

## WORDPRESS WEB DEVELOPER

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### PROFESSIONAL SUMMARY

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Detail-Oriented WordPress Developer with 2 years of professional experience maintaining and optimizing high-quality digital assets. Proficient in front-end development, including HTML5, CSS3, and JavaScript, to create and refine responsive, user-friendly WordPress websites. Highly focused on ensuring peak site performance, robust security, and technical SEO compliance. Leverages a strong background in Technical Support and Customer Service for superior client coordination, advanced troubleshooting, and effective management of digital projects and client expectations.

### SKILLS

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- WordPress
- Responsive Design
- Gutenberg Editor (Blocks)
- JavaScript
- Website Optimization
- Elementor
- HTML5
- Setup & Hosting
- Plugin Research & Management
- CSS3
- Theme Customization
- Media Library Optimization

### PROFESSIONAL EXPERIENCE

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#### Web Designer/Developer

January 2025 – Present

Freelance Business

- Designed and customized WordPress websites for clients using Elementor and Divi.
- Ensured responsive layouts and optimized page loading through caching and image compression.
- Managed domain, hosting, and routine site maintenance including backups and updates.
- Collaborated with clients to align design concepts with brand identity and improve UX flow.
- Assisted clients with content management, plugin installation, and website troubleshooting.

#### Customer Support Coordinator

Reed Elsevier Shared Services – Iloilo City, Philippines

December 2019 – Present

- Handled customer inquiries and provided technical and account support across multiple channels.
- Managed user credentials, login requests, and access to online tools and databases.
- Coordinated with product teams to resolve issues efficiently and deliver service improvements.
- Provided training and documentation support to enhance client experience.

#### Customer Service Representative

Startek Inc. – Iloilo City, Philippines

February 2013 – November 2019

- Delivered technical support for mobile and network services, handling device setup and connectivity issues.
- Processed billing adjustments, plan changes, and account updates while ensuring customer satisfaction.

#### Technical Support Representative

October 2009 – Dec 2012

Transcom – Iloilo City, Philippines

- Guided customers through troubleshooting steps for service interruptions and equipment issues.
- Logged technical cases, escalating unresolved issues to engineering teams.

### EDUCATION

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#### Bachelor of Science in Computer Engineering

Western Institute of Technology - Iloilo City Proper, Iloilo City

100 Devs

Front-End Development

#### Associate of Science in Computer Science

Systems Institute of Technology