

Eric J Cili Jr

IT Specialist | Web Developer | CompTIA A+ Certified

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Adaptable **Full Stack Web Developer** with extensive experience in **customer service, technical support, and WordPress development**. Recognized for strong problem-solving abilities, proactive client relations, and a commitment to providing efficient, high-quality technical solutions. Over two years of experience managing and maintaining **over 15 websites**, with a customer-centric approach and excellent communication skills. Seeking remote roles in customer support, IT support, or related fields where I can leverage my technical expertise and dedication to client satisfaction.

Experience

2022 – PRESENT

Contract Web Developer/Designer | Various Clients | *Remote*

Successfully partnered with multiple businesses to deliver tailored web development solutions, managing the full project lifecycle from ideation to deployment. Projects include:

Web Developer | Apex MMA (October 2024 – January 2025)

- Designed and developed a dynamic website for a martial arts gym, emphasizing its specialized programs for adults and youth.
- Built on WordPress with a clean, responsive design and user-friendly navigation.
- Integrated functionalities such as class schedules and membership sign-ups to enhance user engagement.
- Highlighted the gym's energetic atmosphere through bold visual elements and strategic content layout.

Web Developer | CEO Fishing (November 2023 – August 2024)

- Built a robust e-commerce website for outdoor enthusiasts, seamlessly integrating WordPress and Shopify technologies.
- Customized design using HTML and CSS to reflect the client's unique branding and preferences.
- Focused on creating a streamlined, intuitive user experience to enhance product discoverability and drive sales.
- Delivered a fully responsive site optimized for various devices and improved SEO for better visibility.

Web Developer | IntraDesign Interiors (June 2023 – September 2023)

- Created a visually stunning WordPress site showcasing the client's interior design expertise.
- Blended WordPress functionality with custom HTML and CSS for a unique, polished aesthetic.
- Delivered an intuitive and engaging browsing experience, effectively communicating the brand's services and style.
- Focused on optimizing the site for SEO, improving search engine rankings and visibility.

Web Developer | AMVETS Post 1292 (February 2023 – May 2023)

- Developed a comprehensive WordPress site to serve as a community hub for the organization.
- Designed features including an interactive links section, regularly updated blog posts, and a contact form for seamless communication.
- Ensured the site effectively fosters community engagement and provides easy access to key resources.
- Maintained ongoing updates and support to meet evolving client needs.

Core Skills:

- **Web Development:** WordPress, HTML, CSS, JavaScript, Responsive Design
- **Back-End Operations:** Node.js, Express.js, MongoDB, SQL
- **SEO Optimization:** Content strategies, backlinking, search engine ranking improvements
- **Design & User Experience:** UX/UI principles, Adobe Creative Suite, Elementor
- **Client Collaboration:** Project management, customer service, and business goal alignment

APRIL 2019 – JULY 2022

Dairy Manager, Publix | Miami, FL & Orlando, FL

- Delivered exceptional customer service by promptly addressing inquiries, resolving concerns, and ensuring a positive shopping experience.
- Demonstrated strong leadership by training, mentoring, and managing a team to achieve high performance and excellent customer satisfaction.
- Coordinated team operations, ensuring smooth day-to-day workflows while maintaining an organized and efficient department.
- Supervised inventory management and optimized product placement to enhance customer convenience and meet sales targets.
- Fostered a collaborative and customer-focused environment, contributing to increased customer loyalty and team morale.

JANUARY 2018 - APRIL 2019

Captioning Assistant | CapTel | Orlando, FL

- Delivered accurate and fast captioning services for individuals with hearing impairments by typing spoken conversations in real time with a high words-per-minute (WPM) rate.
- Gained proficiency in maintaining focus and productivity during extended periods of desk work in an office setting.
- Developed strong typing, multitasking, and attention-to-detail skills in a fast-paced, deadline-driven environment.
- Improved communication and client service skills by addressing customer concerns related to captioning accuracy and usability.

Skills

- **Technical Support & Troubleshooting:** Diagnosing and resolving technical issues across web platforms and client websites
- **Customer Service:** Clear communication, issue resolution, client education, and user support
- **Front-End Development:** HTML5, CSS3, JavaScript, React.js
- **Back-End Development:** Node.js, Express.js, MongoDB, SQL, RESTful APIs
- **Tools & Platforms:** WordPress, GitHub, Firebase, AWS, npm, Webpack, Babel
- **Web Design & SEO:** UX/UI, responsive design, custom web pages, on-page/off-page SEO
- **Data Analysis & Reporting:** Python, R, SPSS, SQL, Excel

Education

EXPECTED GRADUATION: 2025

Bachelor of Science in Computer Programming/Analytics | Valencia College | Orlando, FL

Technical Certificate – Computer Programming Specialist: Programming (2024) Valencia College, Orlando FL

Technical Certificate - Operations/Support Services (2023) Valencia College, Orlando FL

Full Stack Web Development Certificate (2022) UCF Bootcamp, Orlando, FL

Portfolio

Visit ericjili.com/portfolio to view my complete portfolio.

References

Available upon request. Please feel free to contact me at your earliest convenience to discuss how my background and skills would be a good fit for your team.