





Raffy Tomobo Acosta

Customer Service/Front-End Dev


CONTACT


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 raffytomoboacosta

 Davao City, Philippines

EDUCATION

ACLC Davao College

Computer Programming
and Hardware Servicing

University Of Mindanao

Bachelor of Science in Criminal Justice
undergrad 2020

Ma-a National High School

Josefa Llanes Escoda Elem. School

Tenorio Elementary School

SKILLS

HTML/CSS/JAVASCRIPT

Computer Hardware Servicing

Website Design

Basic Front-End Web Dev

Communication Skills

Problem-Solving Abilities

Empathy and Patience

Time Management:

Adaptability

PROFESSIONAL SUMMARY

Experienced in Customer Service, Front-End Web Development, Training, and Data Entry. Skilled in HTML, CSS, and JavaScript with a focus on crafting seamless digital experiences. Strong communicator with adept problem-solving abilities, empathy, and adaptability. Committed to continuous learning to enhance organizational effectiveness and deliver exceptional results.

ACHIEVEMENTS

- Computer Assembly Efficiency Award – UM
- High Accuracy Award – Lidar Company
- Admit trainee into production– Sixeleven
- CSS Design Excellence Award–ACLC college

WORK EXPERIENCES

Remote Data Entry & Data Lidar Annotator 5yrs 2018

Team Leader/Trainer

- I designed and delivered tailored training programs, facilitated engaging learning experiences, and provided feedback to enhance participant skills. I collaborated with stakeholders, maintained compliance, and supported continuous learning and development to achieve organizational goals.

Computer Hardware tech 1 yr 2018

Computer Building & troubleshooting

- These roles include assembling and configuring computers, diagnosing and fixing hardware and software issues, providing customer support, upgrading systems, ensuring quality, managing inventory, and staying updated on technology trends.

Jollibee Food Corporation

Crew 1yr 2020

- Handle customer orders, prepare food, maintain cleanliness, manage inventory, collaborate with team members, ensure safety standards, handle transactions, assist customers, and participate in training for continuous improvement.

Front-end Web developer 2023

- Front-end web developers use HTML, CSS, and JavaScript to design visually appealing websites. They ensure responsiveness, and cross-browser compatibility, and optimize performance. They collaborate with designers, troubleshoot issues, prioritize accessibility,

SixEleven Global Services and Solutions 2023-PRESENT

Agent

- Roles involve accurately entering and managing customer data, processing data, maintaining documentation, handling both data and email correspondence, providing support to accounts, generating reports, ensuring quality assurance, managing customer documentation, and providing general administrative support.