

Jann Rheimond Orajay

Customer Service Associate

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SUMMARY

Focused on IT and Service Management, I combine technical expertise with creativity and dedication to deliver excellent customer service and professional results. I have experience in system development, troubleshooting, and user support, with strong skills in project collaboration and problem-solving. Adaptable and eager to learn, I aim to contribute innovative solutions that improve efficiency and enhance user experience.

PROFESSIONAL SKILLS

- Customer Service Management
- Customer Orientation
- Work Ethics

TECHNICAL SKILLS

- UX Design (Photoshop, Canva)
- Video Editing (Adobe Premiere, CapCut)
- Computer Troubleshooting
- Basic Web Development

WORK EXPERIENCE

Student Assistant 2022 – 2024

Municipal Government of Pakil, Laguna, Philippines

- Provided clerical support in a local government office during summer breaks.
- Gained experience in time management, communication, and professional workplace conduct.

EDUCATION

Bachelor of Science: Information Technology 2022 – 2026
Major in **Service Management Program (SMP)**

Laguna State Polytechnic University – Siniloan, Province of Laguna, Philippines

ADDITIONAL INFORMATION

Languages:

- English – Intermediate
- Tagalog – Native

Certifications/Seminars Attended:

- Networking Webinar (2024) - Gained foundational knowledge in computer networking and connectivity.
- Lean Six Sigma White Belt Certification (2025) - Completed training in process improvement and quality management.
- Data Privacy Awareness – Information Session, DICT (2025) - Learned best practices under RA 10173 (Data Privacy Act of 2012).
- Basic Web Development Workshop, Zuit (2025) - Trained in HTML and basic CSS for beginner-level web development.