

## Angelo Raphael Z. San Valentin

Marketing Specialist | Client Success | Website Design | Data Entry | Technical Support

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My background is a diverse blend of website development, customer service and administrative tasks. I hold a Bachelor's degree in Computer Science with 3 years of experience in challenging development environments. Excellent communication and organizational abilities with resourceful approach to solving diverse problems. Deadline-driven and knowledgeable professional with strong desire to learn and contribute to team success. Collaborative and hardworking team player with critical thinking skills and systematic approach.

### Skills

- Relationship Management
- Problem-Solving
- Communication Skills
- SEO Proficiency
- Data Analytics
- Content Creation
- Content Strategy
- CMS Proficiency
- Web Design Basics
- Website Analytics
- Troubleshooting Website Issues
- Administrative Skills
- Communication Skills
- Organizational Skills
- Troubleshooting
- Customer Service
- Technical Knowledge
- Ticketing Systems

### Work History

#### Marketing Specialist, 09/2021 – 06/2023

Axada Ventures - Integrated Digital Strategies – Remote/Full Time

- Manage the day-to-day operations of the Help Desk, ensuring swift response to client requests, while maintaining a friendly and helpful client-first approach.
- Acted as the initial point of contact, addressing client inquiries, concerns, and issues, facilitating strong client relationships through effective communication.
- Work with clients to identify their website editing needs and develop practical solutions to meet those needs.
- Collaborate with internal web developers, designers, SEO teams, and account managers to promptly and effectively address client requests, ensuring seamless cooperation for intricate tasks.
- Assisted in the creation of new web pages and content utilizing WordPress, and reliably uploaded and published blog posts, ensuring content delivery was both timely and accurate.

#### Data Entry Specialist, 01/2021 – 06/2021

Freelance – Los Baños, Laguna Philippines – Remote

- Processed customer and account source documents by reviewing data for deficiencies and errors.
- Reviewed validation output and performed specified manual checks on data to evaluate consistency and completeness.

### **Junior Front-End Developer, 06/2020 – 12/2020**

Freelance – Los Baños, Laguna Philippines – Remote

- Planned website development, converting mockups into usable web presence with
- HTML, CSS, JavaScript coding.
- Applied latest emerging technology, software and project application trends to update
- and maintain site applicability.
- Developed page layouts and navigation tools that met user expectations.

### **Junior Web Technical Support, 09/2019 – 12/2019**

Caspio, Makati, Philippines – Office-based/ Full Time

- Provide technical support to users who encounter issues with web applications, websites, or other online services.
- Assist users in troubleshooting problems related to website functionality, login issues, and other technical issues.
- Research, troubleshoot, and resolve complex technical issues and serve as the point of contact for customers, providing updates until full resolution.
- Answer questions about the standard features and capabilities of our platform from customers and create a demo environment as needed.
- Create and update documentation for common issues and solutions, contributing to a knowledge base.

### **Junior Front-End Developer, 06/2018 – 03/2019**

Pay Chat Inc, Pasig, Philippines – Office-based/ Full Time

- Collaborate with the design team to implement responsive and visually appealing user interfaces.
- Write clean, well-organized, and efficient code using HTML, CSS, and JavaScript.
- Implement and maintain consistent design elements and branding across the website.
- Ensure that web applications and sites work seamlessly across different web browsers and devices.
- Test and debug code to address compatibility issues and optimize performance.

## **Education**

### **Bachelor of Science: Computer Science**

*Laguna University – Santa Cruz, Laguna, Philippines*