

Angelo Raphael Z. San Valentin

Client Success Specialist | Marketing Specialist | Web Developer

Los Baños, Laguna Philippines 4030

+63965-810-2454

angeloraphael.sanvalentin@gmail.com

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

- HTML, CSS, and JavaScript
- WordPress
- Responsive Web Design
- Communication and Interpersonal Skills
- Organizational skills

Work History

Marketing Specialist, 09/2021 – 06/2023

Integrated Digital Strategies, Axadra Ventures - Remote

- 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.

Support Specialist, 01/2021 – 07/2021

Freelancer – Los Baños, Laguna Philippines – Remote

- Completed data entry tasks with accuracy and efficiency.
- Compiled data and reviewed information for accuracy prior to input.
- Reviewed and updated client correspondence files and database information to maintain accurate records.
- Corrected data entry errors to prevent later issues such as duplication or data degradation.
- Communicated with supervisors and colleagues to process data quickly and resolve discrepancies.

Web Developer, 06/2020 – 12/2020

Freelancer – 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.

Web Support Specialist, 09/2019 – 03/2020 Caspio, Makati, Philippines – Office-based

- Assess and prioritize customer cases to ensure timely response and resolution according to service standards and best practices, with an emphasis on escalated cases
- Answer questions about the standard features and capabilities of our platform from customers and create a demo environment as needed
- Research, troubleshoot, and resolve complex technical issues and serve as the point of contact for customers, providing updates until full resolution.

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

Pay Chat Inc, Pasig, Philippines – Office-based

- Write clean, reusable code using HTML, CSS, and JavaScript
- Create frontend features and work with the team to integrate it with backend services
- Provide updates, discuss timelines, and project requirements with leadership

Computer Attendant, 01-2018 – 06-2018
The-Net.Com LB Branch, Los Baños City

- Created inviting environment for customers by maintaining store organization and cleanliness. Also assisted customers with signing up for store loyalty programs and provide details about key benefits.
- Operated cash register for cash with excellent accuracy levels.

Education

Bachelor of Science: Computer Science
Laguna University – Santa Cruz, Laguna, Philippines