# Angelo Raphael Z. San Valentin

Marketing Specialist | Client Success | Website Management | General VA | 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

**Setup Specialist**, 07/2023 – *Present*
Freelance – Los Baños, Laguna Philippines – Remote/Contractor

- Guide and support new agents through the onboarding process, ensuring they understand and complete necessary tasks.
- Provide assistance with the setup of accounts, access permissions, and system configurations during the onboarding phase.
- Address and resolve technical issues raised by agents during their day-to-day operations.
- Collaborate with other support specialists to ensure consistent and accurate information is available to agents.
- Analyze common issues and trends to identify opportunities for process improvement and system enhancements.

**Marketing Specialist**, 09/2021 – 06/2023
Axadra 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.

### Chat Support, 03/2020 – 06/2021
Freelance – Los Baños, Laguna Philippines – Remote/Contractor

- Provide prompt and courteous responses to customer inquiries and issues via chat.
- Escalate complex issues to higher-level support or specialized departments when necessary.
- Communication
- Collaborate with team members and other departments to share insights and improve overall customer support processes.
- Assist customers with technical difficulties, guiding them through step-by-step solutions.

### Junior Web Technical Support, 09/2019 – 12/2020
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 Web 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*