JOSE ANTONIO R. SANTOS

Blk. 30 Lot 18 Phase 1 Southville 5A, Langkiwa, Biñan, Laguna 4024

+63-917-180-2163

santosjoseantoniorogel@gmail.com

A highly motivated and hardworking individual seeking for a responsible role in an organization to secure a responsible career opportunity to fully utilize acquired skills while producing significant contribution to the success of the company.

EDUCATIONAL BACKGROUND

Primary Education

| 2008 - 2014 | Center for Excellence (CENTEX) - Manila |

Secondary Education

| 2014 - 2018 | Saint Michael's College of Laguna |
| 2018 - 2020 | AMA Computer College - Biñan Campus |

Tertiary Education (Bachelor of Science in Information Technology)

| 2020 - 2024 | Technological University of the Philippines - Manila Campus |

SKILLS

- Graphic Designing (Adobe Creative Suites, Canva)
- Basic Website Development (HTML, CSS, Bootstrap, JavaScript)
- Programming (PHP, C, C++, Python, Swift)
- Database Management (MySQL, Microsoft Access)
- Intermediate English Proficiency Skills (CEFR: B2 English Level)

WORK EXPERIENCES

Feb 2021 - Nov 2023

Freelance Graphic Designer
- Creating social media poster and video advertisements for various clients.
- Designing businesses logos and packaging labels for their products.
- Produce mockups for brands products.

Nov 2023 - July 2024

Bill Gosling Outsourcing

Customer Service Specialist
- Answer customer queries and concerns regarding the client's offered services.
- Flag technical issues and problems experienced by both customers and administrators.
- Review and validate customers' documents for reimbursement application and pay out purposes.
- Give solutions to both technical and non-technical issues of customers regarding the client's offered services

Collections Specialist

- Negotiate with customers on how to settle their pending balances with the client.
- Outreach customers with outstanding balance through phone call or email.
- Assist customers regarding their concerns with the client's offered services and product.

Mar 2024 - July 2024

Centralized Cloud Computing International Inc.

Junior Web Developer Intern

- Assist with developing website programs for the clients that mainly focuses on university management system.
- Utilized Nuxt 3 and Typescript as programming languages to develop website programs.

CHARACTER REFERENCE

Angelo Pestaño
Floor Support
Bill Gosling Outsourcing

angelo.bgo@lendtable.com

Shynhan P. Musa
Collections Specialist
Bill Gosling Outsourcing

shynhan.bgo@lendtable.com