



# Loraine Gian Ostan

WEB DESIGNER, DATA  
ENCODER, CONTENT  
MODERATOR, CUSTOMER  
SERVICE REPRESENTATIVE

## Contact Details

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Permanent Address: Block 1 Lot 16 Purok 13  
Zarembat South Daang Hari Taguig City  
Current Address: 511 Purok 2 Sucat Muntinlupa City

## Core Competencies

Trained in Web Designing

Worked as Content Moderator for Clients

Ability to effectively work with different clients

Can motivate co-workers

Provides Accurate and Effective results

## Skills and Abilities

- Ability to remain impartial, open, and unbiased.
- Flexibility.
- Strong verbal skills.
- Excited about the process of discovery.
- Creating comfort and trust.
- Time Management.
- Empathetic Communication.
- Emotional Intelligence.
- Patience.
- User Experience Design.

## Professional Summary

A former computer programming student who has experience in web designing, data Encoding, content moderation, and Customer Service.

## Work Experience

CUSTOMER SERVICE REPRESENTATIVE (NON VOICE / CHAT) (INTERNATIONAL ACCOUNT)

IBEX GLOBAL • November 22, 2021 - January 7, 2022

- Answering customer's inquiries, Resolving customer's issues and documenting incidents on computer system.

CONTENT MODERATOR

UPWORK (Freelancer) • Dec. 2020 - Feb. 2021

- Ensures that all information are encoded and free from plagiarism. Organize the datas that the students will use.

DATA ENCODER

PHILIPPINE POST-OFFICE • JAN. 2020 - MAR. 2020

- Encodes mail datas and Put it in their respective folders.
- Assisting customers and answering their concerns.

DATA ENCODER

JDL AGILE TALENTSHIP • Dec. 2020 - Feb. 2021

- Encoding of information and make sure it's accurate and helpful.

ASSISTANT

SOUTH DAANG HARI HEALTH CENTER • JAN 2018 - MARCH 2018

- Getting Patient's Height, weight, waistline and Blood pressure.

## Academic Profile

INFORMATICS COLLEGE

ICT - COMPUTER PROGRAMMING

- Top Student with average of 94%
- Dean's Lister

## TRAININGS AND SEMINARS

-Community Treasure Web Design Training