MARK SANTIAGO
GRAPHIC DESIGNER / BACK OFFICE

CONTACT

📞 +63 9214 189 897

✉️ santiagomark0116@gmail.com

📍 Cabiao Nueva Ecija

🌐 https://myresumeandportfolio.netlify.app/

SKILLS

- **Technical Support:** Account Recovery, Troubleshooting, User Assistance
- **Customer Service:** Handling Student Inquiries, Tuition Assistance
- **Office Organization:** Cable Management
- **Graphic Design:** Canva (Logos, Banners, Promotional Materials)

SEMINAR

JULY 2023
- CLAIREMONT FERROND

FEBRUARY 2024
- STANFORD

MARCH 2024
- IRCITE/PSITE & FOUNDEVER

NOVEMBER 2024
- IRCITE/PSITE

CERTIFICATES

MARCH & NOVEMBER 2024
- IRCITE/PSITE

REFERENCE

Evelyn S. Juliano

Dean, College of Information Technology

Email : esjuliano.au@phinmaed.com

ABOUT ME

I am a BSIT student at PHINMA-Araullo University with experience in graphic design using Canva, where I explore design ideas through templates. I also want to expand my knowledge in creating logos, banners, and other promotional materials using other software. Additionally, I have customer service experience, assisting students with account updates and password recovery, and I am interested in learning more through on-the-job training. I look forward to applying my skills and gaining practical experience.

EXPERIENCE

PHINMA - Araullo University
PRE-OJT Customer Service   2019 - 2020

Account Recovery and Student Assistance:
- Helping students recover their university accounts.
- Verifying and correcting their details.

Tuition-related Assistance:
- Addressing any concerns students have about their tuition.

Office Organization:
- Fixing and organizing computer wires to keep the office looking neat and functional.

M.S CRAFT GRAPHIC
Freelance Graphic Designer   2024
- Creating custom logos and banners using Canva for clients' companies and businesses, helping to establish a strong and unique brand identity.

EDUCATION

Elementary
San Fernando Sur Elementary School   2009 - 2015

Junior High School
General De Jesus College   2015 - 2019

Senior High School (HUMSS)
General De Jesus College   2019 - 2021

Bachelor of Science in Information Technology
PHINMA-Araullo University   2021 - 2025