

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 also have customer service experience, assisting students with account updates and password recovery. I look forward to applying my skills and gaining practical experience through on-the-job training.



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