

# Roberto L. Ramalla Jr.

**Gmail:** r.ramalla218@gmail.com | **Skype Name:** Roberto Ramalla Jr | **Mobile No.:** +639978741366

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## OVERVIEW

I am a purposeful and responsible person who has a strong desire to work with people and work efficiently autonomously or as a team player. I have a high sense of duty, excellent ethics and creative approach to work.

## OBJECTIVES

To provide quantity without compromising the quality service to everyone involved in the business; to build with positive relationship and trust between parties for success of the business; and lastly, to provide excellent and efficient work to have a greater satisfaction/career achievement.

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## EDUCATION

<b>Saint Joseph College</b>	<b>Bachelor of Science in Computer Science</b>
Maasin City, Southern Leyte Philippines	June 2009 - March 2013

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## WORK EXPERIENCES

**Shop/Service Specialist, Globe Telecom Store**  
Maasin City, Southern Leyte | Aug. 2021 - Nov. 2022

- Handling customer concerns and inquiries
- Offering Globe plans and lifestyles with regards to their needs

**Web Designer, Freelancer**

- Designing responsive website mock ups and wireframes
- Retouching product images using Photoshop
- Uploading/optimization of product images
- Updating projects using Asana Project Management

**Ad & Promo Liaison Officer, Metro Retail Stores Group Inc.**  
Maasin City, Southern Leyte | Jan. 2015 - Jan. 2018

- Handling of all promo events
- Monitor the status of all promo collaterals like banners, billboard, posters, flyers and price tag boards.
- Processing of promo permits and other documents
- Inspection of price tag boards and signage's in the store.

**Production Artist, Metro Retail Stores Group Inc.**  
Maasin City, Southern Leyte | May 2013- Jan. 2015

- Make signages, price tags, posters and other marketing collaterals using Photoshop/CorelDraw.
- Install all promo collaterals like posters, table toppers, entrance banners, other location banners.
- Giving promo flyers to the customers and nearby municipalities a week before the sale event.

**Working Scholar \_Lights & Sounds Department, Saint Joseph College**  
Maasin City, Southern Leyte | June. 2011- Mar. 2013

- Set up sound system/lights on every activity in the school.
- Operate the audio-visual room if there's a department who request to use.

**Video/Projector Operator, Our Lady of Assumption Parish (OLAP- Cathedral)**  
Maasin City, Southern Leyte | Oct. 2011- Oct. 2012

- Take video on all mass every Sunday.
- Flash to the TV screen all the songs and mass responses.

**SKILLS**

**Graphics & Multimedia**

- |                      |   |   |   |   |   |
|----------------------|---|---|---|---|---|
| • Graphics Editing   | ★ | ★ | ★ | ★ | ★ |
| • Adobe Photoshop    | ★ | ★ | ★ | ★ | ★ |
| • Adobe Illustrator  | ★ | ★ | ★ | ★ | ★ |
| • Logo Design        | ★ | ★ | ★ | ★ | ★ |
| • Print Design       | ★ | ★ | ★ | ★ | ★ |
| • Web Design (Figma) | ★ | ★ | ★ | ★ | ★ |

**Office & Admin**

- |                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| • Excel/Google Sheets  | ★ | ★ | ★ | ★ | ★ |
| • Word/Google Docs     | ★ | ★ | ★ | ★ | ★ |
| • Microsoft PowerPoint | ★ | ★ | ★ | ★ | ★ |
| • Data Entry           | ★ | ★ | ★ | ★ | ★ |

**Marketing /Customer Service**

- |                    |   |   |   |   |   |
|--------------------|---|---|---|---|---|
| • Email Marketing  | ★ | ★ | ★ | ★ | ★ |
| • Customer Support | ★ | ★ | ★ | ★ | ★ |

**Speaking**

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|-----------|---|---|---|---|---|
| • English | ★ | ★ | ★ | ★ | ★ |
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**ATTRIBUTES**

- Performs task quickly and carefully
- Hardworking and Trustworthy
- Good interpersonal Skills
- Listens carefully to instructions
- Willing to learn and undergo sufficient trainings
- Effective and multi-tasking
- Capable of working under pressure