



## CONTACT

- +63 9979940334  
 melodyramosct@gmail.com  
 live:.cid.971a2ad32a60d022  
 linkedin.com/in/melody-ramos-48bb1422a  
 Purok 10 Burgundy St.  
Tacunan, Davao City,  
Philippines

## EDUCATION & TRAININGS

### Computer Programming

Assumption College of Davao  
2010

### Coding Challenge and Trainings

GoIT  
2023  
One code camp  
2025

## SKILLS

Google suite	<div style="width: 100px; height: 10px; background-color: black;"></div>
ZOHO CRM	<div style="width: 100px; height: 10px; background-color: black;"></div>
Canva	<div style="width: 100px; height: 10px; background-color: black;"></div>
Postman	<div style="width: 100px; height: 10px; background-color: black;"></div>
MySQL	<div style="width: 100px; height: 10px; background-color: black;"></div>
Laravel	<div style="width: 100px; height: 10px; background-color: black;"></div>
HTML5	<div style="width: 100px; height: 10px; background-color: black;"></div>
CSS	<div style="width: 100px; height: 10px; background-color: black;"></div>

# MELODY RAMOS

## Front-End Developer

## WORK EXPERIENCE

### SOFTWARE TESTER/CHAT & EMAIL SUPPORT

VYDE/MAZUMA

2023-2024  
Nov Sep

Require strong communication skills, attention to detail, and a customer-oriented mindset.

Focuses on ensuring the quality of the software product, Role emphasizes customer satisfaction and support.

### EMAIL/CUSTOMER SUPPORT

HOPE DOVES-ECOMMERCE

2023 Aug

Respond to customer queries in a timely and accurate way, via phone call, emails or chat.

Identify customers needs and help customers use specific features. Sends emails as part of a marketing campaign or to resolve customer concerns relating to a product or service.

### CUSTOMER SERVICE REPRESENTATIVE

DISEASE PREVENTION PROGRAM

2022-2023  
Nov Sep

Managing incoming calls and customer service inquiries, generating Leads that develop into new customers.

Answering inbound phone calls, addressing customers' questions about products and services, and processing payments or returns.

### APPOINTMENT SETTER

APLIANC HD

2020-2022  
Feb Sep

Identifying and contacting prospects through cold calling and emailing

Familiarizing themselves with the product or service they are promoting

Qualifying prospects and estimating their chances of making a purchase

Answering questions and providing information to potential customers

Managing statistics and documenting calls.

### CUSTOMER SERVICE REPRESENTATIVE

AJANI BUSINESS OUTSOURCING

2018-2020  
Oct May

Managing calls and customer service inquiries, generating leads that develop into new customers.

Answering phone calls, addressing customers' questions about products and services, and processing payments or returns.

## REFERENCES

### Jun Tabudlong Jr

Software Architect

**Phone:** +639554680600

**Email :**jun@vyde.io

### Brenest Deslate

Consultant - Amazon

**Phone:** +639150070816

**Email :**bredondo1105@gmail.com