

# Carl Robin Castro

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## WORK EXPERIENCE

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### Self-Employed (Multiple clients)

**Oct 2021 – Present**

*Freelance Researcher & Scriptwriter*

*UAE | Germany | USA*

- Conducted extensive biographical and analytical research on a given list of both popular and rising Youtubers; topics on history and Ancient Egypt; and summaries/analyses on prominent TV shows
- Produced quality and performant scripts adhering to the client's preferred format and word-count parameters to be transferred to the voice-over artists
- Complied with client-set deadlines by delivering 4x1200-word scripts per week on average
- Collaborated with cross-functional colleagues of different skillsets in the content creation process
- Utilized Upwork, Google Drive, Google Docs, Microsoft Word, Gmail, and Trello in the communication and delivery process

### La Caja PH

**Sept. 2020 – April 2021**

*Virtual Assistant*

*Philippines*

- Clerical Work (Social Media & Spreadsheet Management)
  - Sustained a streamlined order acquisition process when receiving orders through social media messaging platforms such as Facebook Messenger
  - Maintained meticulous records of customer orders with Google Sheets
  - Achieved trust with management by constant communication through Facebook Messenger and Gmail
- Customer Experience and Client Engagement
  - Secured retention through effective customer engagement
  - Displayed skillful complaint resolution and de-escalation of tense situations
  - Cultivated customer trust and patience in the order process with adequate reassurance and communication
  - Served as a principal point of contact for customers regarding order status and updates

## EDUCATION

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### Western Mindanao State University

**2022-2026 (Expected)**

*BS Electrical Engineering*

*Philippines*

## SKILLS & INTERESTS

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- **Skills:** Scriptwriting, research, Microsoft Office, Trello, Skype, Canva, Google Workspace, Facebook Ads campaign and targeting, Discord, WordPress, Google Analytics, software installation, Windows Security, Static site generators, information management, HTML, CSS, Hugo, Jekyll
- **Interests:** Sleeping, beer, wine, Web development, weightlifting, one of those medieval ambience compilations on Youtube, Game of Thrones, music, anime