Rondon Laxamana Zaratan

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PERSONAL BACKGROUND

- Date of Birth : July 30, 1985
- Age : 38
- Height : 5ft 4"
- Nationality: Filipino
- Religion: Catholic
- Civil Status: Single
- Drivers License : Automatic

SKILLS

- Administration
- Phone and Email Support
- Creative thinking skills
- Communication and interpersonal
- Excellent IT skills
- Software and Hardware Trouble shooting
- Network Expert LAN/WAN
- Graphics Design
- Video Editing Skills

TOOLS

- Microsoft 365
- Figma
- Adobe After Effects
- Adobe Photoshop
- Adobe XD
- Final Cut pro
- DaVinci Resolve
- Sketchup
- Visual Studio Code

OPERATING SYSTEM

- Mac OS
- Windows Operating system
- Android

WORK EXPERIENCE

Bath and Body works
Dec 2022 - March 2024
ALSHAYA GROUP

Position: Assistant Store Manager

- Supervise and train staff
- Review staff performance and offer constructive feedback
- Collaborate with team leads on setting and achieving team-specific goals
- Purchase inventory based on current trends, availability of new products and customer interest
- Display merchandise to maximize purchasing appeal
- Organize sales and product demonstrations
- Write sales and customer reports and make recommendations for improvements
- Interact with customers and resolve complaints or grievances

Disney Store
June 2021 - Dec 2022
ALSHAYA GROUP

Position: Assistant Store Manager

- Strong communication and interpersonal skills to effectively lead staff, help customers and work with upper management
- Great customer service skills, including patience and active listening, to ensure customers feel heard and helped
- Presentation skills and knowledge of best visual and marketing display practices
- Conflict management skills to resolve customer issues effectively and ensure efficiency on teams
- Good time management skills to set realistic deadlines and follow specific steps to reach time-sensitive objectives
- In-depth knowledge of the store's merchandise, its exact location and its prices

AWARDS

- STARZ ALSHAYA award
- best performance within the division

- Disney Employee of the month
  December 2021
  January 2022

EDUCATION

- Diploma in Information Technology
- SYSTEM TECHNOLOGY INSTITUTE
- Graduate Yr - 2006

HOBBIES

- Guitar Playing
- Singing
- Web development Coding
- Graphic designing
- Book reading "Mostly inspirational"

WORK EXPERIENCE

Claire's Accessories
Feb 2010 - June 2021
ALSHAYA GROUP

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Rock Island Internet Cafe
Jan 2008 - Dec 2009
Manila Philippines

Position: IT Technical Support

- Installs, modifies, and makes minor repairs to computer hardware and software systems.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Maintains system functionality by testing computer components.
- Helps design and implement networks.
- Consults with users to determine appropriate hardware and software needs and assists in placing orders.
- Maximizes computer systems capabilities by studying technical applications and making recommendations.
- Tests compatibility of new programs with existing ones.
- Confirms program objectives and specifications by testing new programs, comparing them with established standards, and making modifications.
- Installs software and necessary applications for workflow.
- Trains users on new software in person or through a variety of tutorial channels, including self-guided training videos, user manuals, and digital instruction pages, often in collaboration with technical writers.
- Maintains system capability by testing computer components.

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