

YOUSEF A. TAYUAN



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Davao
City

Personal Information

Nickname : Yousef
Birthday: December 17, 2000
Nationality : Filipino
Civil Status : Single

Education

Bachelor of Science in Information
Technology

ST. JOHN PAUL II COLLEGE OF DAVAO

2019 - 2025

Core Competencies

- **Multi-Channel Expert:** Delivers high-conversion support via chat and email with professional English fluency. Tech-
- **Savvy Troubleshooter:** Resolves complex hardware and system issues with rapid-learning agility. **User-Centric Design:**
- **Enhances customer journeys** using UI/UX and creative multimedia expertise. **Quality Champion:** Elevates service
- **standards** through expert QA and proactive process improvements.



Profile

Highly adaptable and results-driven IT professional specializing in UI/UX design and front-end development. Experienced in creating user-centered digital solutions that combine functionality with visual appeal. Demonstrates strong analytical and creative skills in designing intuitive interfaces, wireframes, and prototypes aligned with business objectives and user needs.

Quick to learn and apply new technologies, tools, and design methodologies. Known for exceptional attention to detail, problem-solving ability, and collaboration with cross-functional teams. Committed to delivering high-quality, efficient, and engaging user experiences that drive product success and innovation.



Work Experience

2025
Feb-Dec

The Launchpad

UI/UX Designer

- **User-Focused Design:** Creates intuitive interfaces that boost your customer engagement and brand loyalty.
- **Custom Web Solutions:** Delivers high-performance websites and prototypes tailored to your specific business goals.
- **Reliable Operations:** Manages systems and network security to ensure your business runs without interruption.
- **Proactive Protection:** Safeguards your data and infrastructure against cyber threats to maintain business continuity.
- **Technical Versatility:** Adapts quickly to your needs, delivering precise digital experiences that drive measurable value.

2023
-
2025

AWESOME CX

Email and Chat Support (Customer Service Representative)

- **High-Impact Support:** Drives retention and upsells through persuasive, expert-level chat and email communication.
- **Platform Expertise:** Leverages advanced knowledge of Zendesk and CRM tools to streamline customer workflows.
- **Results-Driven:** Consistently exceeds performance targets by combining sharp problem-solving with a customer-first mindset.

2022
-
2023

Leen's Creation

Video Editor (Freelancer)

- **Creates visually engaging video content** and storytelling masterpieces using advanced video editing tools and techniques.
- **Integrates interactive sound** and human-like voice elements to bring videos to life and connect emotionally with audiences.
- **Tools** (Premiere Pro, After Effects, Photoshop, Audition) and Sony Vegas Pro.



References

Awesome Cx

Johan Liebert / Account Manager

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The Launchpad

Jessa Klein Villanueva / HR Manager

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