

**JOHN** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



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## **OBJECTIVE**

An information technology specialist seeking career opportunities for professional growth and development in industries where skills can be advanced and knowledge learned through practical applications.

## **KEY STRENGTHS**

- Keen attention to detail; focused on tasks and projects to produce efficient results and reach target objectives
- Works quickly and effectively under pressure with ensured accuracy and precision in deliverables; has an ability to multitask to increase productivity
- Resourceful and uses various tools and software applications for increased work quality
- Optimistic with positive attitude when challenges and unexpected situations arises and use this as an avenue for learning and development
- Dependable and an effective team player; works well in an environment where teamwork and cooperation is a must
- Has an established experience with customer support and relations; can communicate well both in positive and negative circumstances
- As an information technology professional – knowledgeable in basic to advanced computer-related technical support, both hardware and software

## **TOOLS AND SOFTWARE APPLICATIONS USED**

### Clerical and Administrative

- Email Platforms (Gmail, Zoho)
- Google Workspace
- Microsoft Office (Word, Excel, Powerpoint)
- Project Management (Slack, Asana, Trello, Clickup)
- Scheduling & Planning (Calendly)

### Website Design & Development

- WordPress
- Adobe (Photoshop, XD, Illustrator)
- Figma
- Canva
- Elementor
- Divi

## **ACHIEVEMENTS**

### **Employee of the Year (2016 and 2017)**

[REDACTED]

### **Certificate of Recognition – Dedicated and Valuable Employee (2017)**

[REDACTED]

## **CERTIFICATES**

### **Foundations: Data, Data, Everywhere**

Google Digital Garage through Coursera

October 2022

Rating: 97.65%

- Key concepts involved in data analytics including data, data analysis, and data ecosystem
- Role of spreadsheets, query languages, and data visualization tools in data analytics
- Analytical thinking self assessment through specific examples of the application of analytical thinking
- Roles of a data analyst with specific reference to jobs/positions

### **Foundations of User Experience (UX) Design**

Google Digital Garage through Coursera

October 2022

Rating: 86.21%

- Foundational concepts in UX design including user-centered design, the design process, accessibility, and equity-focused design
- Importance of design sprints as a useful part of a UX designer's work
- Responsibilities of entry-level UX designers

### **Excel Skills for Business: Essentials (Specialization)**

Macquarie University through Coursera

October 2020

Rating: 95.50%

- Specialization that focused on excel proficiency in performing calculations, formatting, working with data, printing and generating insightful charts
- Solving broad range of business problems through application of Excel skills and techniques

*Other certificates:*

- **Institutional Orientation & Awareness of Quality Management System focusing on ISO 9001:2015** (September 2021)
- **Customer Relations & Care Workshop** (June 2021)

## **CAREER EXPERIENCE**

### **Freelance Website Designer & Developer (2016 – present)**

- Developing website layout and user interfaces through standard HTML/CSS coding.
- Focuses on the technical aspects of building and maintaining websites through front-end and back-end

Projects I worked on as a freelance website designer:

- [REDACTED]
- [REDACTED]

**Administrative Assistant I (2020-2022)**

[Redacted]  
[Redacted]  
[Redacted]

- Client relations officer responsible for frontdesk assistance to inquiries and concerns and screens documents prior to processing and evaluation
- Maintains database management of records and files both for actual and digital copies
- Responds to email and phone inquiries of clients
- Acts as liason officer for inter-division/department communication and document processing
- Maintains website and social media updating for announcements and communications
- Coordinates important and confidential communication to the upper management for further evaluation and action

**Consular Personnel (2016-2019)**

[Redacted]  
[Redacted]

- Provide client support for processing the legal documents and data gathering for their application and renewal of passports
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- In charge of documenting daily/monthly/quarterly/ and annual reporting of the applicants processed.
- Review files, records, and other documents to obtain information in response to requests

**EDUCATIONAL BACKGROUND**

**BACHELOR OF ARTS IN INFORMATION TECHNOLOGY (2012)**

[Redacted]  
[Redacted]

College Undergraduate – 63 units taken

**CHARACTER REFERENCES**

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