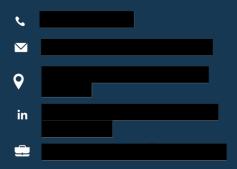


### CONTACT



## **EDUCATION**

2003 - 2005

BS Electronics & Communications Engineering

### **SKILLS**

- Copywriting
- SEO Copywriting
- Web Content Writing
- Digital Copywriting
- . Creative Writing
- Search Engine Optimization
- Copy Editing
- Content Creation
- Content Management Systems

# **RAMCES**



### **COPYWRITER**

### **PROFILE**

Creative and results-driven Copywriter with expertise in SEO content, technical writing, and marketing strategy. Skilled at crafting engaging content that boosts brand visibility and customer engagement. A strong communicator and problem-solver, passionate about impactful storytelling and team collaboration to drive success.

### **WORK EXPERIENCE**

Copywriter

04/2022 - 02/2025

 Develop and manage high-quality, on-brand content across various platforms, collaborating with teams to meet creative and marketing needs, oversee community engagement, and ensure timely project execution.

08/2021 - 04/2022

Freelance Copywriter

 Create and optimize marketing content across platforms, including product copy, website articles, newsletters, and social media, while supporting strategy development and competitive research.

08/2019 - 12/2020

Technical Support Advisor

 Address customer inquiries and troubleshoot technical issues for mobile and home internet devices, delivering effective solutions to enhance customer satisfaction and service reliability.

05/2019 - 07/2019

**Customer Service Advisor** 

 Assist customers with billing inquiries, provide clear solutions, and recommend relevant products to drive sales and enhance satisfaction.

08/2016 - 07/2017

**Customer Account Specialist** 

 Assist customers by addressing inquiries related to bills, resolving issues, and providing tailored solutions while identifying opportunities to promote sales and enhance their overall experience.

05/2010 - 02/2016

Customer Service Representative

 Serve as a back-office associate and customer support specialist, assisting customers with home internet broadband, mobile, and services by resolving inquiries, troubleshooting issues, and ensuring a seamless user experience.