



Ramonito Paulo II

IT Specialist/Administrative Staff

I have two years of experience as a customer service representative and am currently employed as an IT/Administrative Staff at the VSU Admissions Office. I am now seeking a full-time regular position where I can apply my knowledge and skills to help maintain the office's performance and reputation.

Contact

Phone

+63 916 4839 498

Email

paulojayr123@gmail.com

Address

Brgy. Talisay Hilongos, Leyte,
Philippines

Education

2016

Bachelor of Science in Computer Science

Visayas State University

Skills/Expertise

- Document Organization
- Customer Service
- Video Editing
- Social Media Management
- Email Management
- Data Entry Management
- Graphics Design
- Technical Troubleshooting
- Website Management

Professional Experience

January, 2024 - Present

Admissions Office | VSU, Baybay City, Leyte, Philippines

IT Specialist

- Managed the Admission App Website
- Managed the Moodle Platform for Online Examination
- Managed the Zoom Account License for Proctors
- Generated the list of Qualifiers
- Managed the Official Facebook Page of the Admissions Office
- Managed the Admissions Office Email

February, 2022 - June, 2023

Admissions Office | VSU, Baybay City, Leyte, Philippines

IT Staff/adDRC

- Validated applications through admission app website
- Assisted the head in generating list of qualifiers
- Assisted the head in the conduct of online Admission test
- Designated as Risk Manager in the Admissions office
- Answered inquiries through email and phone calls

March, 2021 - December, 2021

Department of Teacher Education | VSU, Baybay City, Leyte, Philippines

IT Expert

- Assisted the head and faculties with software/hardware problems in the office
- Helped with the encoding of questions in Moodle question bank
- Answered incoming phone calls.

June, 2019 - December, 2019

Teledirect | Cebu Business Park, Lahug, Cebu City, Philippines

Customer Experience Specialist

- Attended with customers concern through email and phone call.
- Assisted customers with airbnb booking.
- Educated customers with the policy of airbnb.

June, 2016 - October, 2017

Optum | Cebu Business Park, Lahug, Cebu City, Philippines

Customer Service Representative

- Attended with customers concern through phone call.
- Assisted customers in ordering medication online.
- Educated customers with the policy of their health insurance.
- Assisted customers in tracking their ordered medication.

Eligibility

CAREER SERVICE (PROFESSIONAL) SECOND LEVEL ELIGIBILITY

Language

English

Tagalog

Trainings/Seminars

- **ISO 9001:2015 AWARENESS/RE-AWARENESS SEMINAR**
August 30, 2022 - 4 hrs
- **TRAINING-WORKSHOP ON RISK ASSESSMENT**
November 24-25, 2022 - 16 hrs

References

- **Raymund M. Igcasama**
Visayas State University, Baybay City Leyte
09985663919
- **Rubelyn P. Fernandez**
Brgy. Kabalasan Baybay City, Leyte
09284417678
- **Jeffrey M. Cabiling**
Brgy. Dinag-an, Albuera, Leyte
09454666138