



Kevin Ryan Salonga

Customer Service | Information Tech. | Web & Graphic Designer

Professional Goals & Qualities

Enable growth to companies in need of my expertise, having 4 years of experience in UAE & 2 years in the Philippines I have explored and gathered useful information and skills that could be highly beneficial to improve and bring success to companies I work with in the future. I maintain being a team player, flexible & a fast learner.

Get in touch!

Mobile:

(+971) 54-4339301

Email:

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Address:

Sharjah, UAE

Specializations

- Flower knowledge
- Editing (Music, Video, MS Office)
- Social Media & Digital Marketing
- Troubleshooting PCs and Printers
- Website Designing
- Hardware and Software Support
- Typing & Data Entry
- Customer Service
- Cashier & Barcode Support
- Windows & Apple Products Specialized

Freelance Projects

Web Designer

Kuwait Machinery and Equipment Jan 2018

- Designed, implemented, and monitored website from scratch.

Web Designer/Graphic Designer

Dynamic Logics Consultancy - August 2020

- Established hosting for the website & Developed designs for marketing packages & online advertising, including print materials, brochures, banners and signs.

Languages Spoken

Middle Eastern:

Arabic (Basic)

Asian:

Filipino (Fluent), Japanese (Basic)

Education

Far Eastern University | Makati City, Philippines | Bachelor of Science in Information Technology

- Graduated with 2.30 GPA out of 1 being the highest
- Majored in Graphic Design
- Awarded Diploma

Work Experience

Customer Service / IT Support / Inventory Controller

Florette - Bloom Style Flowers Trading

April 2021 - October 2021 | Full Time

- Printing & organizing new orders from Shopify & Quickbooks online & coordinating with the operations team.
- Receiving customer complaints/concerns & formulating a suitable solution.
- Monitoring fulfilled orders & tracking.
- Adding and Deducting Inventory from the market online to see the availability of company stocks.
- Tracking shipping products from shopify.
- Handling Customers through phone calls with ease and care.
- Communicating to customers through whatsapp about flowers that are not available or that is in bad condition.
- Troubleshooting softwares and hardwares.
- Printing of documents related to Office.

IT Support/Graphic Designer

Shield, Safety and Security | July 2020 - August 2020 | Part-time

- Set up hardware and software in optimal configurations to meet network performance requirements
- Investigated and corrected problems with printers, copiers and other peripheral devices
- Configured hardware, devices and software to set up work stations for employees

IT Support Engineer/Graphic Designer/Customer Service

Overload Internet Cafe | December 2019 - February 2020 | Full-time

- Troubleshooting different hardware of CPUs to make it functional
- Established and updated work schedules to account for changing staff levels
- Improved customer satisfaction scores and problem solving skills
- Designed graphics for websites, logos and promotions for marketing purposes
- Designed creative digital displays used in online advertising for local businesses

Web Designer

Al Muheet Technology | July 2019 - August 2019 | Part-Time

- Established hosting for the website and completed go-live process
- Developed SEO for the site to make it fully functional Real Estate Research
- Designed user interface to meet client specifications and content management system

Graphics Specialist

Integreon Managed Solutions | September 2016 - January 2018 | Full-Time

- PowerPoint Buildup skills creation of template as per client needs
- Receiving ready made presentations of clients to make finishing touches.
- Contributed design ideas in early planning stages with customers and project managers & meeting presentation deadlines.

REFERENCES: ABEGAIL C. LEBAG | (+971) 54-4478185 | ACCOUNTANT AT FLORETTE