

# Angel-Rose Mendoza



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## ABOUT ME

Characterized by a proactive approach, attention to detail, and a commitment to continuous improvement. Thriving in a dynamic environments and am adept at adapting to evolving industry trends. With a solid foundation in technical support, SEO, and multimedia editing, coupled with a recent certification in workforce and talent acquisition self-paced courses. Poised to bring a versatile skill set and a proactive and contribute skill set that aligns seamlessly with the objectives and values of an organization.

## SKILLS

- Computer Literacy (Google Workspace (GDocs, GMail, Spreadsheet, GDrive, GMeet), Slack, Amazon Connect, Zendesk, Canva, Microsoft Office (Word, Excel, Powerpoint))
- Created multiple chatbot for multiple fanpage accounts using Manychat and connect it to Messenger
- Multimedia editing
- Knowledgeable in Search Engine Optimization
- Basic Programming (C++, Java, Python and MySQL)
- Interpersonal Skills
- Communication Skills
- Planning and Organizing Skills
- Participated in different course-related seminars (PC Troubleshooting And Maintenance, Artificial Intelligence, Stand Up and Speak Up)

## CERTIFICATIONS

- Workforce Preparatory Academy
- Talent Acquisition Preparatory Academy
- Digital Tools For Jobseekers - Go Digital ASEAN - Philippines Program

## EDUCATION

### BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Cavite State University - Imus Campus

| 2017-2021

## EXPERIENCES

### INTERNSHIP

Inner SPARC Real Estate Company | 2021

- Monitoring facebook pages. Editing pictures and videos for advertising.
- Leading new interns about the workloads.
- Created chatbots for 20 facebook pages.
- Boosted the quality of Facebook content pages.

### SERVICE CREW

McDonald's Antlers

| 2015

### SALES CLERK

Mall Of Asia Arena

| 2018

- Serving customers
- Organizing Merchandise Area
- Inventories of stocks

### CUSTOMER SERVICE REPRESENTATIVE

Inspiro Relia Inc.

| 2020

- Data Processing of customers
- Organizing customer's order.
- Tracking orders
- Processing refunds.

### VERIFIER

Eastwest Bank

| 2021

### TEAMMATE

TaskUs

| 2022 - Present

- Handling data and administrative tasks.
- Maintaining quality and compliance work
- Processing live and non-live transactions