

# IVAN GALAPON SANTOS

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## PROFESSIONAL SUMMARY

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I have four years of experience as an online seller, where I handled business operations such as planning sales strategies, managing customer inquiries, and evaluating processes to improve overall performance. This experience strengthened my ability to work independently, adapt quickly, and deliver results in a fast-paced environment.

I am skilled in customer service, ensuring clients receive timely and professional support. I also have strong computer proficiency, including tools like Microsoft Excel, Microsoft Teams, and Google Docs.

## KEY SKILLS

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Microsoft Excel | Microsoft PowerPoint | Microsoft Teams | Canva Graphic Design | Data Encoding & Data Entry | Administrative Support | Document Management | Communication Skills | Attention to Detail | Time Management | Team Collaboration | Computer Literacy

## PROFESSIONAL EXPERIENCE

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### Administrative & Sales Assistant

*BabyJane-Rose Ann Ukay-Ukay | December 2020 - December 2023*

- Evaluated plans, processes and selling planning services to identify opportunities for improvement. Maintained client relations ensuring organized finance and auditing*

## TECH PROFICIENCY

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**Productivity & Admin:** *Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365, Notion, Airtable*

**Communication:** *Slack, Zoom, Google Meet, Loom, Calendly*

**AI & Automation:** *ChatGPT, Grammarly, Zapier, Make.com, Google Apps Script*

**Design & Content:** *Canva, CapCut, Adobe Express,*

## EDUCATION

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### Undergraduate Studies in Nursing

*PHINMA-University of Pangasinan | Dagupan City, Philippines |*

## REMOTE WORK READINESS

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**Internet:** *Primary: USATV Fiber 100 Mbps | Backup: Smart 5G mobile hotspot*

**Equipment:** *MacBook Air M2 / Lenovo Ideapad || Noise-cancelling headset | HD webcam*

**Workspace:** *Dedicated home office | Quiet environment | Professional video-call background]*

**Availability:** *Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones*

## LANGUAGES

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**English:** *Proficient*

**Filipino:** *Native*