

# Rozel O. Ramos

Web Developer | Virtual Assistant | Customer Support Specialist | Social Media Management

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## Summary

Results-driven and tech-savvy professional with hands-on experience in customer support, virtual assistance, administrative operations, and freelance web development. Skilled in handling live chat support, client communication, data management, and automation workflows in fast-paced remote environments. Proficient in website development, CRM management, Google Workspace, Microsoft 365, and customer engagement strategies. Strong multitasking, problem-solving, and communication abilities with a focus on delivering excellent customer experience and operational efficiency.

## Core Competencies

- Customer Support & Live Chat Assistance
- Virtual Assistance & Administrative Support
- Web Development & Website Maintenance
- Social Media Management (SMM)
- Email & Calendar Management
- CRM & Database Management
- Data Entry & Document Processing
- Google Workspace & Microsoft 365
- Automation Workflow Setup
- HTML, CSS & JavaScript
- WordPress & Website Builders
- Lead Generation & Client Engagement
- UI/UX Design Principles
- Technical Troubleshooting
- API & Webhook Integration
- GitHub Version Control
- Multitasking & Task Prioritization

## Professional Experience

### Online Chat Support / Sales Chatter (Freelance Remote)

July 2025 – April 2026

- Managed customer and subscriber conversations across online chat platforms while maintaining high response quality and professionalism.
- Increased customer engagement through personalized communication and timely responses.
- Promoted premium products and services using persuasive communication techniques.
- Maintained confidentiality while handling sensitive customer interactions.
- Managed multiple simultaneous conversations while meeting response targets and customer satisfaction goals.
- Strengthened customer retention through consistent and engaging communication.

### Freelance Web & Mobile Developer (Freelance Remote)

April 2025 – March 2026

- Developed responsive websites and portfolio projects tailored to client business needs.
- Implemented automation features to improve lead management and workflow efficiency.
- Collaborated directly with clients regarding revisions, requirements, and project timelines.
- Designed visually appealing and user-friendly websites focused on conversion and engagement.
- Provided post-launch maintenance and technical support for completed projects.
- Utilized modern web technologies including HTML, CSS, JavaScript, and website builders.

### ID Processing Staff (OSAS) | Admission Assistant Officer PUP Lopez, Branch

March 2022 – September 2023

- Processed student ID requests and maintained accurate records using online systems.
- Assisted students with inquiries, request updates, and document processing.
- Managed confidential student information while ensuring data accuracy and compliance.
- Responded professionally to emails, messages, and administrative inquiries.
- Supported enrollment operations and contributed to workflow efficiency improvements.
- Performed administrative tasks including data entry, file organization, and record management.

## Professional Experience

- Bachelor of Science in Information Technology
- Polytechnic University of the Philippines (2023 – 2025)
- Diploma in Information Technology
- Polytechnic University of the Philippines (2019 – 2022)