

Jonathan Vincent Tan

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Summary

Experienced graphic designer and customer service agent. 4 years working as a graphic designer and 3 years working as an outbound customer support agent.

Experience

Print Quality Design Associate

RipeConcepts, Inc. • Cebu City, Central Visayas
08/2016 - 01/2020

- Seasonal Lead in 2018 and 2019.
- Trained in using various tools and software including Jira and Salesforce.
- Trained in complex design requests and extensive photo edits.
- Process customer's replacement order and communicate with them a confirmation of their order.

Design Associate

RipeConcepts, Inc. • Cebu City, Central Visayas
01/2016 - 08/2016

- Was offered a full-time job in providing the customer a preview of their order so that they can approve or send back for revision.
- Trained to work on wedding orders.

Seasonal Design Associate

RipeConcepts, Inc. • Cebu City, Central Visayas
08/2015 - 12/2015

- Seasonal job in providing the customer a preview of their order for their approval or they can send it back for revisions.

Assistant Content Editor

Sun.Star Publishing Inc. • Cebu City, Central Visayas
04/2013 - 10/2013

- Edit news articles sent by various Sun.Star affiliates around the country for website posting.
- Edit videos and/or photos for multimedia posting.
- Monitor news from various news agencies and write breaking news when necessary.
- Promote news articles in social media.

Skills

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- Adobe Photoshop
 - Adobe Acrobat
 - Microsoft office
 - Google Docs
 - Adobe Illustrator
 - Adobe Lightroom
 - Customer service

Education

International Advanced Diploma in Network Engineering

Informatics College Cebu • Cebu City, Central Visayas
07/2015

- Involved in the Supreme Student Council as Auditor.
- Studied database management and design; network management and basic web design.
- Participated in a public consultation regarding Republic Act No. 10609, known as "Review Center Act of 2013," sponsored by the Commission on Higher Education.

Awards:

- Leadership Awardee
- Best in Web Design

Bachelor of Arts in Mass Communications

Ateneo de Davao University • Davao City, Davao Region
05/2012

- Involved in the Department Student Council as Assistant Logistics Head in 2009.
- Member of the university's photography club.
- Studied print journalism, writing for radio and television, non-linear video editing, and advertising.
- Participated in a video editing production submitted by the participants of a seminar sponsored by Rappler (previously known as Move.PH).
- Participated in "Pinoy_Blogfest" sponsored by Gadget Magazine and the Ateneo de Davao University.

Languages

- English
- Cebuano
- Tagalog