

Jay Kaiser A. Arellano



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WORK EXPERIENCES

Website Manager/Social Media Marketing- Topweld General Engineering Pty. Ltd (July 2024 to Nov 2024)

Responsibilities:

Website Development

- Design, code, and deploy WordPress websites.
- Create custom WordPress themes and plugins based on client needs.
- Maintain adherence to industry standards in coding and design.

Customization and Optimization

- Customize existing themes and plugins to fit specific project requirements.
- Optimize website performance, including speed and SEO.
- Ensure responsive design for mobile and desktop platforms.

Troubleshooting and Maintenance

- Identify and fix bugs, errors, and compatibility issues.
- Regularly update WordPress core, themes, and plugins to the latest versions.
- Implement security measures to safeguard websites against vulnerabilities.

Content Creation and Management

- Create, curate, and schedule engaging and visually appealing content (text, images, videos, etc.).
- Ensure consistent brand voice and tone across all platforms.
- Manage a content calendar to ensure timely posts.

Ad Campaign Management

- Plan and manage paid ad campaigns on platforms like Facebook, Instagram, LinkedIn, etc.
- Optimize campaigns for better performance and ROI.

IT Technical Support- Surecycle Finance, Corp. (December 2023 to July 2024)

Responsibilities:

- **Troubleshooting:** Identifying and resolving technical issues reported by users or detected through system monitoring tools. This may involve diagnosing hardware or software problems, network issues, or user errors across branches.
- **Installing and Configuring Software:** Assisting with the installation, configuration, and updates of software applications, operating systems, and device drivers on users' computers or other devices.
- **Network Support:** Troubleshooting network connectivity issues, configuring routers, switches, and other networking devices, and ensuring the smooth operation of local area networks (LANs) and wide area networks (WANs).
- **Documentation:** Maintaining accurate records of support requests, troubleshooting steps, and resolutions for future reference. Track inventory records of IT equipment's and tools.
- **Company Branch Visit:** Annual visiting of branches to check up and inventory their computers, printers and other IT equipment.

- **Graphics Design:** Provide layout and design for Company ID's and calling card using editing tools like Photoshop, canva and AI.

IT Staff – GrandCanyon Multiholding's Inc. (November 2022 to August 2023)

Responsibilities:

- **Remote Support:** Providing technical support to end-users using remote software such as Any desk, Get Screen and TeamViewer across different branches, and responding to IT-related request.
- **IT Infrastructure Planning:** Assessing current IT infrastructure, network cabling, identifying areas for improvement, and planning and implementing upgrades or expansions.
- **Hardware Maintenance:** Installing, configuring, and maintaining computer hardware, including desktops, laptops, servers, and peripherals such as printers and scanners.
- **Software Updates:** Install and update software applications, ensuring they are up-to-date and compatible with existing systems.
- **Backup and Recovery:** Implement and manage data backup solutions, ensuring data integrity and availability.

Computer Technician / Sales – CEJA Computer Parts and Accessories (May 2019 to March 2022)

Responsibilities:

- **Customer Service:** Communicate effectively with clients or users to understand their technical issues and provide solutions in a clear and helpful manner. Ensure customer satisfaction by following up on resolved issues and providing additional assistance if needed.
- **Inventory Management:** Keep track of hardware and software inventory, managing stock levels and ensuring the availability of necessary components.
- **Computers and Laptop Repair Services:** Fixing or replacing faulty components such as hard drives, RAM, motherboards, power supplies, and peripherals as per customer request.
- **Computer Assemble:** Assemble new computers from scratch following customer's specs on receipt.
- **Technical Support for Pisonet and Wifi Vendo:** Helping customer's having trouble with the items they bought through chat or field service.

EDUCATIONAL BACKGROUND

Bachelor of Science in Information Technology

UM Digos College
Roxas Ave. Digos City, Davao del Sur
2015 - April 2019

Saint Michael's School of Padada

Padada Davao del Sur
2010 - 2014

Internship (150hours) at Nakayama Technology Corp. and worked with the following activities:

SKILLS

- Software and Hardware Troubleshooting Proficiency.
- Problem-solving
- Attention to Detail
- Graphics Design (Photoshop, Canva)
- Programming (HTML, CSS, JavaScript, PHP, VB.NET, Database(SQL) }
- Wordpress/Elementor
- SEO

TRAINING/SEMINAR/WORKSHOP/AWARDS

- Search Engine Optimization Training
(Surge Davao, October 28, 2023)
- AMLA - Anti-Money Laundering of 2021
(Global Dominion Inc. Conference Room, October 28, 2023)
- Community Extension Volunteer for Computer Literacy Education Program (CLEP) for ALS students
(UM Digos Computer Laboratory, Feb-Mar 2019)
- Mindanao Conference for IT Students (MCITS)
(Holy Cross of Davao College Gymnasium, February 2018)
- Technician of the Year Award 2016-2019
(UM Digos Gymnasium, April 2019)

CHARACTER REFERENCES

Richmar Hayag Edquibal

3d Modeling Drafting (Topweld General Engineering)
Remote (Australia)
09217935080

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