



ALLEN RAMA

Graphic Designer | Systems Administrator



CONTACT

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📍 | Monterey, NSW 2217

EDUCATION

Masters in Information Technology

Kaplan Business school

2023 – Present

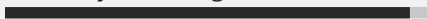
Bachelor of Science in Information Technology

University of the Visayas

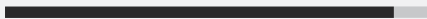
2003 – 2009

PROFESSIONAL SKILLS

Creativity and designs



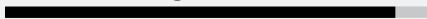
Effective communication



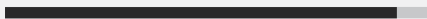
Leadership supervision



Problem solving



Detail oriented



Teamwork



Time management



Project management



PROFILE

A seasoned Graphic Designer with over 8 years of experience in creating compelling visual content for both print and digital platforms. My expertise lies in understanding marketing objectives and translating them into impactful graphic designs that resonate with the target audience. I have a proven track record of supporting marketing deliverables such as flyers, signage, brochures, newsletters, banner ads, website banners, infographics, and other digital marketing assets. My passion for design is complemented by my experience in IT, where I've learned the significance of integrating design with technology as well as a passion for leading teams and managing projects across various levels, from staff to large-scale IT initiatives.

WORK EXPERIENCE

IT Head

Vicente Sotto Memorial Medical Center

2015 - 2023

This role involves designing and optimising graphic design assets for diverse platforms while ensuring brand coherence. In addition to the design responsibilities, it encompasses testing computer hardware and software for design compatibility, monitoring network performance to ensure seamless design integration, and recommending both design and technical improvements as necessary.

- Spearheaded the creation of digital and print graphic designs for marketing deliverables, ensuring brand consistency and effectiveness.
- Supported various marketing campaigns with compelling graphic content tailored to the target audience.
- Collaborated with the marketing team to design flyers, signage, brochures, newsletters, banner ads, website banners, and infographics.
- Managed computer networks, ensuring seamless integration of design tools and software.
- Plans, coordinates, and implements network security measures in order to protect software and hardware data.
- Occasionally undertook IT-related tasks such as maintaining computer networks, implementing security measures, and monitoring network performance.
- Recommends changes to improve systems and network configurations and determines hardware or software requirements.

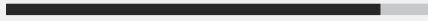


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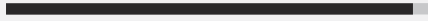
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TECHNICAL SKILLS

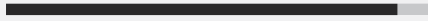
Office 365 (Word, Excel, PPT)



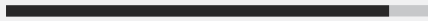
Adobe Photoshop



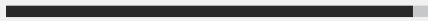
Adobe InDesign



Adobe Illustrator



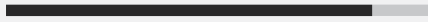
Sublime Text / Nova



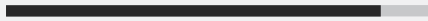
Bootstrap 5x



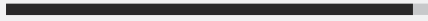
HTML5, CSS3, Javascript



Wordpress, wooCommerce, CMS



Windows 11, MacOS



LANGUAGE

English



Cebuano



HOBBIES AND INTERESTS



ACHIEVEMENT

Most Innovative Award - VSMCMC

IT Infrastructure Library Foundation
- Microsoft

Network Security Training on Active
Directory Domain Services - Microsoft
Windows Server

WORK EXPERIENCE (CONTINUED)

2012

Data Entry & Graphic Designer

Department of Social Welfare and Development

Encode information from department forms into the data system, ensuring accurate processing, while also integrating graphic design elements to enhance visual communication and data presentation.

- Assisted in designing graphics for print, including brochures, flyers, pull-up banners, and signage.
- Created engaging social media campaigns, including banners and carousels, enhancing the department's online presence.
- Supported website maintenance by updating content and ensuring visual consistency using HTML5 and CSS3.
- Encoded information into the data system, ensuring accuracy and efficiency.
- Verify specified jobs to identify and rectify potential encoding or other errors, ensuring error-free data.
- Liaise with external and internal stakeholders to maintain tasks efficiency.

2010 - 2011

Technical Support Engineer

CallTek Center, International

- Provide technical support to customers by researching, diagnosing, and troubleshooting issues with various systems, software, and hardware products.
- Ensure timely and accurate resolution of customer problems, maintaining a high level of customer satisfaction.
- Utilise standard procedures to escalate unresolved issues to relevant internal departments, facilitating effective problem resolution.
- Collaborate with cross-functional teams to exchange information and improve overall product quality based on customer feedback and recurring issues.
- Maintain comprehensive documentation of customer interactions, technical solutions, and issue resolutions for future reference and knowledge sharing.
- Stay updated on the latest technology trends, product updates, and troubleshooting techniques to enhance technical expertise and support effectiveness.

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