JANEN MASANGCAY

ALT NAME: JUSTIN

GRAPHIC & WEB DESIGNER

ABOUT ME

With three years of experience in customer service at a web hosting company, I've developed a deep understanding of the tech industry and honed my skills in communication, troubleshooting, and client support. I transitioned into freelancing a year ago to focus on my passion for web design and graphics. With over five years of experience in graphic design, I bring a unique blend of technical expertise and artistic flair to every project. This career shift allows me to merge my technical know-how with my creative passions, providing tailored web design and branding solutions. I'm dedicated to delivering high-quality work and building strong, collaborative relationships with my clients.

CONTACT

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📍 Taguig City, Metro Manila PH

🌐 www.justincreatives.com

SKILLS

Wix
Canva
Amazon Vendor
Adobe Suites
HTML/CSS

EXPERIENCES

CUSTOMER SERVICE
(2018-2019)

Respond to customer inquiries via phone, email, and chat with a positive and helpful attitude. To provide information about our products and services, helping customers make informed decisions.

Resolve customer issues efficiently, ensuring a smooth and satisfying experience. To maintain detailed records of customer interactions and transactions.

Collaborate with other team members to improve processes and enhance customer satisfaction. Stay up-to-date with product knowledge and company policies to provide accurate information.

GRAPHIC DESIGNS
(2017-PRESENT)

Create eye-catching and effective designs for various media, including websites, social media, print materials, and advertisements.Collaborate with clients and team members to understand project requirements and deliver designs that meet their needs and expectations.

Develop and maintain a consistent brand identity across all design projects.Stay up-to-date with design trends and software tools to ensure fresh and innovative designs.

Prepare and present design concepts to clients and incorporate feedback to refine final products. Manage multiple projects simultaneously while meeting deadlines.

EDUCATION

TAGUIG CITY UNIVERSITY

Bachelor of Science in Computer Science
(2014 - 2017)