



# Axel M. Aying

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## ABOUT ME

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As a multi-talented professional, I have a diverse background in WordPress website design, photo and video editing, technical support, domain name management, and customer service. Through my various roles, I have honed my skills in developing custom WordPress layouts, editing visual content, providing exceptional technical support, managing domain name portfolios, and delivering outstanding customer experiences. With my combination of technical and interpersonal skills, I am a versatile asset to any team.

## EDUCATIONAL BACKGROUND

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### Tertiary

University Of Cebu LapuLapu And Mandaue  
S.Y. 2018-2019 A.C. Cortes Ave., Mandaue City

### Secondary

Mactan National High School  
S.Y. 2014-2015 Mactan, Lapu-Lapu City

### Primary

Soong Elementary School  
S.Y. 2010-2011 Soong Mactan, Lapu-Lapu City

## WORK HISTORY

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### Technical Support Representative at Results-cx April 2022 – February 2023 (Comcast Account)

- Provide technical assistance and troubleshooting to customers via phone or chat.
- Diagnose and resolve issues related to cable, internet, and phone services.
- Document all interactions with customers and escalate issues as needed to ensure timely resolution.

### Customer Service Representative at ePerformax Cebu June 2021 – February 2022 (Sprint/T-mobile Account)

- Provide exceptional customer service by assisting with billing inquiries, account changes, and technical issues.
- Utilize effective communication skills to ensure customer satisfaction and maintain positive relationships.

### Web Designer at Zynotek Corporation June 2019 - February 2021

- Develop and maintain engaging, functional websites using WordPress, custom layouts and integrating plugins.
- Communicate effectively with clients to understand their needs and preferences, and provide solutions that meet their goals.

### Domain Name Specialist at Zynotek Corporation June 2019 - February 2021

- Manage and maintain the company's large portfolio of domain names, including registration, renewal, and transfers.
- Conduct regular domain name audits to ensure compliance with legal and regulatory requirements and identify opportunities to improve domain name management processes.

### Photo and Video Editor at Zynotek Corporation June 2019 - February 2021

- Edit and enhance photos and videos to create high-quality content for the company's website, social media, and other marketing channels.
- Collaborate with the creative team to develop creative concepts and visual assets that align with the company's brand and messaging.

### Supplier & Product Researcher at Zynotek Corporation June 2019 - February 2021

- Conduct market research to identify high-demand products and suppliers with competitive pricing and reliable shipping.
- Establish partnerships with selected suppliers and manage ongoing relationships, including product listing, order processing, and inventory management.