



Alfred Aquino

Website Designer/ Shopify

CONTACT



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Cebu City

EDUCATION

Asian College of Technology

Associate in Information Technology

2005-2007

SKILLS

User Research
Website Designing
Email Hosting
Web Hosting
Online Marketing
DNS
Order Management
Shopify Store
Keen into Details
Data Analysis

PROFESSIONAL SUMMARY

A professional Shopify Store Builder with extensive expertise in customizing Shopify apps and themes to create optimized, user-friendly eCommerce stores. In addition to my Shopify proficiency, I am well-versed in Online Marketing strategies, Web and Email Hosting, and Website Design, ensuring seamless integration and functionality across all platforms. My skill set enables me to build aesthetically appealing, high-performing stores while driving traffic and enhancing brand presence.

WORK EXPERIENCES

Website Designer

2024- Present

Free Lance

- Designed and built responsive websites tailored to client needs, ensuring seamless user experience and brand alignment.
- Provided ongoing support, optimizing site performance, and implementing SEO strategies to enhance visibility and functionality.

Merchant Support Advisor

2023-2024

IntouchCX/Shopify

- Provided technical and account support to merchants, resolving inquiries related to payment gateways, product listings, and order management through various channels.
- Assisted merchants in optimizing store performance by offering guidance on platform features, integrations, and troubleshooting, ensuring seamless business operations.

Technical Support Specialist

2022-2023

Foundever/Google

- Provided expert technical support for Google products, troubleshooting issues related to account access, software functionality, and connectivity to ensure seamless user experiences.
- Collaborated with cross-functional teams to resolve escalated cases efficiently, while guiding customers through solutions and promoting best practices for optimal product use.

WORK EXPERIENCES

Technical Support Specialist

2022

Alorica/ AT&T

- Provided technical assistance for AT&T customers, troubleshooting network, internet, and device issues to ensure prompt resolution and customer satisfaction.
- Managed service activations, account configurations, and escalations while delivering clear instructions and maintaining a high level of professionalism.

Technical Support Specialist

2019-2021

TTech/Best Buy

- Provided technical assistance to customers by troubleshooting devices, software, and network issues, ensuring timely and effective resolutions.
- Educated customers on product features, repairs, and upgrades, while offering tailored solutions to enhance user experience and satisfaction.