



# JOHN EDWARD C. VILLARO

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## SUMMARY

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Detail-oriented and reliable operations and administrative professional with hands-on experience supporting service-based businesses. Strong background in customer communication, documentation, and workflow management. Adaptable, organized, and committed to delivering consistent support in fast-paced environments.

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## WORK EXPERIENCE

### SOCIAL MEDIA POSTING - (TIKTOK, INSTAGRAM)

Jan 2025 - Dec 2025

- Postcontent twicedailyonTikTok andInstagram to maintain consistentonline presence
- Monitor and manage comment sections, ensuring timely responses and community engagement
- Actively engage with audiences by liking 10–15 posts daily, commenting, and sharing/reposting content
- Implement strategies to sustain a good level of views and reach on every post
- Track engagement trends to keep accounts active and growing

Nov 2025 - Dec 2025

### FREELANCE - WEBSITE DEVELOPER

- Assist in designing, building, and maintaining responsive websites using HTML, CSS, and JavaScript
- Support development of website layouts, features, and functionality to improve user experience
- Perform updates, bug fixes, and content adjustments on existing sites as needed Ensure websites are mobile-friendly and optimized for performance Collaborate on basic troubleshooting and problem-solving for technical issues Continue learning and applying new tools/technologies to improve development skills

### Operations & Administrative Manager (Self-Employed)

Aug 2023 - Present

#### Service-Based Business

- Managed daily operations for a mobile device services business, including customer inquiries and issue resolution
- Provided technical support for iOS-related issues, including account access recovery and carrier unlocking processes
- Handled order tracking, documentation, and client communication from inquiry to completion
- Maintained organized records, status updates, and turnaround timelines for multiple requests
- Implemented basic systems to streamline workflows and reduce manual follow-ups
- Delivered clear explanations to non-technical clients, improving trust and customer satisfaction

## EDUCATION

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### Senior HighSchool - Accounting, Business Management Strand

#### CEBU SACRED HEART SCHOOL, CEBU

- Undergraduate
- Grade 11

June 31, 2025 - Present

### Completed High School Diploma - ALS Graduate

#### NAGA CENTRAL SCHOOL, CEBU

- Relevant coursework in Basic Education

## SKILLS

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- **Technical Skills:** Basic Coding, Basic Programming, Basic MS Office, Multichannel Support, Data Entry and Documentation, Product Knowledge and Technical Support, Troubleshooting, Customer Relations, Proficient in technology.

## TOOLS

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- CapCut
- Canva
- Danvinci Resolve
- PHP
- HTML/CSS

## ADDITIONAL INFORMATION

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- **DevelopedWebsite:**Createdawebsite for my own Portfolio  
Portfolio: <https://www.johndwardvillaro.com>