



DWAYNE DOMINIC G. DIONSON

Information Engineer

Experience

Customer Support Specialist At Shanghai Pavilion at Shangri-La far east hotel(Taiwan) | 2020-2024 - Developed skills in customer interaction, order management, problem resolution, multitasking, and team collaboration in a fast-paced environment at Shanghai Pavilion.

Virtual Assistant/Executive Assistant/Administrative Assistant Remote | 2022 – 2024 - As a part-time virtual assistant, I managed calendars, handled email correspondence, performed data entry, provided customer support, updated CRM systems, and assisted with social media management and project coordination for my professional clients.

Social Media Manager

Remote |2022 – 2024 - In my role as Social Media Manager for DERMAE, I developed and executed strategies to enhance brand awareness, engagement, and community growth across multiple social platforms. This involved curating and creating content focused on the brand's skincare line, ensuring a consistent voice and visual style that resonated with DERMAE's target audience. I regularly collaborated with the marketing and creative teams to align content with promotional campaigns, tracked engagement analytics, and adjusted strategies based on data-driven insights. Additionally, I engaged directly with followers to address inquiries, creating a positive customer experience and fostering a community of loyal users.

DaDa Electronics Co., Ltd. (TAIWAN) INTERN Engineer/ Junior IT 2021 - 2022

- Assisted in product assembly and troubleshooting.
- Developed and documented Standard Operating Procedures (SOPs).
- Contributed to the front-end development of the company's website and marketing.

Chieftek Precision Co., Ltd.(TAIWAN) INTERN Engineer/ Junior IT 2022- 2024

- Operated CNC machines with precision and efficiency.
- Assisted in product assembly and troubleshooting.
- Experienced in product knowledge, order management, technical communication, and CRM systems, with strong problem-solving and relationship management skills in a manufacturing environment.

Education

Kun Shan University Of Technology

Bachelor of Information Engineer
2020 - 2024

Columban College inc.

Science Technology Engineering And Mathematics
2018-2020



A recent Information Engineering graduate passionate about leveraging data-driven insights to optimize systems and enhance operational efficiency, with a growing focus on social media and marketing. Known for developing innovative solutions and implementing robust information architectures, I have a proven ability to collaborate cross-functionally to deliver high-quality technical solutions that align with business objectives. My commitment to staying updated on emerging technologies and methodologies drives continuous improvement and innovation in both technical and marketing domains.

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Philippines

Language

- English
- Mandarin (A2 TOCFL)

Skills

- Communication: Strong in written and verbal communication, effective in collaboration and simplifying technical concepts.
- Problem-Solving: Skilled in identifying and resolving issues with timely solutions.
- Continuous Learning: Actively update knowledge on the latest technologies and trends.
- Interdisciplinary Knowledge: Broad understanding of IT, Computer Science, and Engineering.
- Database Management: Skilled in MySQL, PostgreSQL, MongoDB, and Oracle.

SERVICES I OFFER

- SEO and Google Analytics
- Social media strategy & management
- Marketing
- Web content development
- Copywriting
- Tracking & analytics tools
- Photo editing and digital illustration software
- Administrative Support

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REFERENCES

Name Of Supervisor: Claire Cheng
Position: Costumer Support
Specialist
Company Name: Shanghai Pavilion
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Name Of Supervisor: S. L. Kuo
Position: INTERN Engineer/ Junior IT
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Name Of Supervisor: Dialynne
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Name Of Supervisor: Von Echaluse
Position: Admin Assistant/EA
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Name Of Supervisor: Wang Weiji
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Name Of Supervisor: Zi Chao
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