

LORENZE ANTERO

SEO ANALYST | SERVICE DESK ANALYST



PERSONAL PROFILE

My IT support background ensures efficient troubleshooting and technical issue resolution, while my SEO proficiency focuses on boosting online visibility, increasing website rankings, and optimizing user experiences. My objective is to leverage this dual competency to provide well-rounded solutions that contribute to business growth and user satisfaction.

WORK EXPERIENCE

SEO Freelance / Wordpress CMS

September 2023 - present

- Ranking and Optimizing Website in SERP
- Site Audit, Keyword Research, Onpage, Offpage, Technical, and Reporting
- WordPress Development (Elementor)

Service Desk Analyst

May 2022 - Present

- Responds to inquiries and service request for assistance with the organization's computer systems or PCs via Phone, E-Mail and chat queues.
- Assures smooth handling of individual problems from call-in through resolution on a Global Scale.

Junior Infrastructure Engineer

June 2021 - May 2022

- Acts as single-point-of-contract (SPOC) and provide first-level technical assistance for user IT inquiries, incident, concerns, service request, etc.

Infotech

May 2019 - May 2021

- Installing and configuring point-of-sale machines hardware, software, network and systems.
- Providing store inventory reports.

CONTACT ME AT



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Talisay City, Cebu Philippines

SKILLS SUMMARY

- Technical Support
- Customer Service
- Troubleshooting
- Active Directory
- Audio & Video Editing
- SEO Strategy
- On-Page/Off-Page
- Technical SEO
- Data Entry

EDUCATION

Cebu Institute of Technology University

Bachelor of Science in Information Technology / 2013 - 2018

August 16-September 15, 2023 - PINOY SEO

In-depth SEO Training - Product Research

September 23-26 - Hubspot Academy

Certified SEO Specialist