

LIZ MARIE TULIO

ICT PROFESSIONAL

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www.liz2lio.link

A highly motivated and versatile EIT Digital student pursuing a master's degree in ICT innovation, majoring in Human-Computer Interaction and Design at Aalto University, seeking a challenging role where I can hone my analytical and problem-solving skills. As an HCID master student, getting my foot in the door of your company will allow me to experience working with designers who can inspire me to grow my career in UI/UX design. I also have exceptional skills in customer service, administrative and project support, e-commerce, branding design and management. I am always eager to learn and embrace new technologies, and I thrive in collaborative environments where I can work effectively with team members to achieve common goals.

EDUCATION

EIT DIGITAL MASTER SCHOOL

Entry: Aalto University

Major: Human-Computer Interaction & Design

Exit: KTH Royal Institute of Technology

Major: Physical Interaction and Design Realization

UNIVERSITY OF NEWCASTLE AUSTRALIA

Bachelor of Information Technology

Major: ICT Professional

Completed: Nov 2024

Placed on the College Commendation List – College of Engineering Science and Environment

FOUNDATIONAL SKILLS

AWS Cloud Computing, Business Analysis, Project Management, Agile & Scrum Methodologies, SDLC, Risk Analysis, SWOT Analysis, Systems Analysis & Design, System Modeling, Systems and Network Administration, Cybersecurity, Game Design, UI/UX Design, Machine Learning & Applied AI, Big Data, Marketing, Entrepreneurship & Innovation, Java, Python, HTML, CSS, JavaScript, XML, React, SQL & NoSQL

STUDENT PROJECTS

www.liz2lio.link/projects.html

ACADEMIC EXPERIENCE

UNIVERSITY OF NEWCASTLE

Mar 2024 - Oct 2024

Work-Integrated Learning

Our team developed an entrepreneurial prototype, the "Program Planner App," to allow the University of Newcastle students to plan their degree pathways. Below are the key roles I performed during the project:

System/Business Analyst

- Analysed business processes and user needs to identify opportunities to improve the university's existing program planner.
- Coordinated with the stakeholders and development teams to translate business needs into functional and non-functional requirements.
- Monitored Agile development activities within the project scope and collaborated with the team to deliver iterative solutions.
- Authored system documentation of the "Program Planner App" detailing the scope of work, structure, workflows, functionalities, use cases, system and database design, system development and testing.

UI/UX Design

- Led the design of the user interface prototype by creating an intuitive and user-friendly layout that aligns with user experience best practices.

Front-End Development

- Supported frontend development through CSS styling for design consistency.

Scrum Master

- Led Agile processes by facilitating daily stand-ups and sprint reviews, maintaining team focus for timely project delivery.

TECHNICAL SKILLS

- Administrative Support
- Adobe Photoshop, Adobe Express, Lightroom
- Canva
- Compliance Checking
- Document management
- Figma
- Project Support
- Pricing evaluation
- Proposal preparation
- Remote support
- Requirements gathering
- Shopify
- Slack
- Trello
- Troubleshooting
- WooCommerce

SOFT SKILLS

- Accountability
- Active listening
- Adaptability
- Advanced writing proficiency
- Strong communication skills
- Collaboration
- Creativity
- Detail-oriented
- Empathy
- Initiative
- Problem-solving
- Resilience
- Strategic thinking
- Time management
- Willingness to learn

AWARDS

- IBM Eminence & Excellence Award (Nov 2015)
- IBM Pillar Awardee (Nov 2013)

LANGUAGES

- English, Tagalog

PROFESSIONAL WORK EXPERIENCE

ASTRO TILE NEWCASTLE

2022- 2023

E-commerce Manager

- Managed all aspects of the online store, including inventory, pricing, order fulfillment, while also creating and editing product photography for web publication and creating content for promotion Facebook and Instagram social media platforms.

AZANATEK LTD

2017- 2020

Carried out diverse roles for a start-up company in London, UK. These duties include Virtual Administrative Assistant, Social Media Branding and Management, graphic design and e-commerce manager.

IBM BUSINESS SERVICES INC., PHILIPPINES

2011-2016

Performed various roles including Administrator and Project Coordinator for Request for Service (RFS), Subject Matter Expert (SME) for Bid Support Specialist, and Bid Support Specialist

Administrator and Project Coordinator for RFS IBM Canada

- Managed Canadian Accounts namely Equifax, Celestica, Government of Manitoba, AirCanada and Bank of Nova Scotia.
- Validated and processed service requests.
- Monitored project progress and milestones.
- Facilitated resource allocation and claim requests.
- Collaborated with IBM Executives, Managers, Consultants, Architects, and Technical Service Professionals to fulfill service requests.

Bid Support Specialist Subject Matter Expert (SME)

- Trained new team members on IBM CND processes.
- Provided expert support and guidance on business guidelines
- Led knowledge transfer during IBM Brazil transition.
- Conducted quality audits and implemented process improvements.
- Ensured contract compliance and streamlined document preparation.

Bid Support Specialist

- Supported pre-sales bid process for opportunity owners.
- Managed bid approval tracking and financial verification.
- Facilitated customer record creation and pricing support.
- Prepared contracts and proposal change requests.
- Ensured proposal validity and order package submission, maintaining strict compliance.

CONVERGYS INC., PHILIPPINES

2009-2011

Technical Support Representative

- Provided technical support via inbound calls, resolving product/service issues, managing service tickets, and communicating outage resolutions. Maintained customer records and documented interactions.