Hanzzell

Hanzzell.203747@2freemail.com

**PROFESSIONAL EXPERIENCE**

* **PROFFESSIONAL SERVICE OPERATIONS COORDINATOR**

**Sellbytel Service Malaysia Sdn Bhd/ NetApp**

Kuala Lumpur, Malaysia

February 2013- Present

- Participate in providing Business Administration services for Professional Services projects from initiation through to related revenue recognition subjects.

- Execute administrative tasks on the Professional Services Automation applications (PSA) and PULSE in collaboration with the Delivery Teams in order to manage the Professional Services delivery and revenue flow in Compliance with Professional Services processes and rules.

- Scheduling of Delivery, documents and evidences gathering that may require interaction with NetApp Teams, Outside Partners and Customers.

* **PROCUREMENT SPECIALIST**

**Kavaq Business Intelligence**

Petaling Jaya, Selangor Malaysia

June 2012-January 2013

* Searching for potential leads
* Calling all potential clients
* Pitching the programs offered
* Answering all queries
* Providing excellent presentation of the service
* Assisting and dealing with the potential clients
* Making accurate, rapid cost calculations, and providing customers with quotations.
* Negotiating the terms of an agreement and closing sales.
* Assisting clients in the actual events
* **SALES SUPPORT**

**VXI Global Holdings**

Quezon City, Philippines

October 2011 – May 2012

* Calling all potential clients
* Presenting the service offered
* Answering all queries
* Providing excellent presentation of the service
* Facilitated sales
* Assisting and dealing with the customers
* Making accurate, rapid cost calculations, and providing customers with quotations.
* Negotiating the terms of an agreement and closing sales.
* **TECHNICAL SALES SUPPORT**

**Sutherland Global Services**

Taguig City, Philippines

March 2011- July2011

* Installing and configuring computer hardware operating systems and applications;
* Monitoring and maintaining computer systems and networks;
* Talking to customer through a series of actions over the telephone;
* Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
* Testing and evaluating new technology;
* Conducting electrical safety checks on computer equipment.
* Orienting customers on how to use computer hardware and software systems
* Troubleshooting routine problems and maintenance of servers
* Maintaining other computer peripheral devices such as printers and solving printing xxxxxxproblems if they arise.
* **SALES EXECUTIVE**

**Yeho Recording Studio Co.**

Alangilan, Batangas City

June 2009 – January 2012

* Maintaining and developing relationships with existing customers via meetings, telephone calls and emails.
* Visiting potential customers for new business.
* Making accurate, rapid cost calculations, and providing customers with quotations.
* Negotiating the terms of an agreement and closing sales.
* Gathering market and customer information and providing feedback on future buying trends.
* Representing your organisation at trade exhibitions, events and demonstrations.
* variations in price, delivery and specifications with your company's managers.
* Negotiating Advising on forthcoming product developments and discussing special promotions.
* Liaising with suppliers to check on the progress of existing orders.
* Checking quantities of goods on display and in stock.
* You may also be involved with identifying new markets and business opportunities.
* Recording sales and order information and sending copies to the sales office.
* Reviewing your own sales performance, aiming to meet or exceed targets.

**PROFESSIONAL TRAINING**

**On-the-Job Training for Electrical Engineer**

**City Engineer Office**

P. Herrera St. KumintangIbaba,

Philippines

2009-2010

* Coordinate with systems electrical engineering team to prepare various drawings and specification for various projects and perform regular tests and field inspections on site.
* Participate in various training programs for company designs and ensures proficiency in effective use of all programs.
* Prepare and interpret all engineering drawings and prepare efficient circuit interconnections and perform appropriate tests on all systems
* Document all engineering designs and electrical processes and provide required charts and graphs of electrical programs.
* Monitor and perform various electrical software and hardware tasks and participate in all meetings.
* Troubleshoot and configure electrical wirings.
* Assist and support Technicians
* Install street lights
* Make Electrical drawings through AUTOCAD.

**QUALIFICATIONS**

* **BACHELOR OF SCIENCE IN ELECTRICAL ENGINEERING**

 Batangas State University, Philippines (S.Y. 2005 – 2010)

Knowledgeable Electrical Engneering Professional and AutoCAD Operator seeking to contribute training and hands-on skill in the successful implementation of highly effective helpdesk operations and the cost-effective management of innovative customer and technical support strategies. Proven ability to successfully analyse an organization's critical support requirements, identify deficiencies and potential opportunities, and develop innovative solutions for increasing reliability and improving productivity. A broad understanding of computer hardware and software, including installation, configuration, management, troubleshooting, support and AutoCAD drafting and designing.

**SKILLS AND SPECIFICATIONS SALES EXECUTIVE**

* The ability and desire to sell.
* Excellent communication skills.
* Strong commercial awareness.
* A confident and determined approach.
* Resilience and the ability to cope with rejection.
* A high degree of self-motivation and drive.
* The ability to work both independently and as part of a team.
* The capacity to flourish in a competitive environment.
* Fluency in a foreign language may also be helpful.
* Ability to discuss the reports.

**SKILLS AND SPECIFICATIONS TECHNICAL SUPPORT**

* Microsoft Office 2003 and 2007
* Windows OS 2000, XP, Vista, 7, and Macintosh
* Policies, Permissions, Firewalls, Anti-Virus and Anti-Spam
* Experience with Telephony and Audio Visual Support
* Up to date knowledge regarding systems hardware, software and connectivity
* Good team spirit
* Excellent observation and analytic skills
* Fast learner
* Able to understand computer hardware and other operating system's function.
* Familiar with desktop imaging software.
* Familiar with multiple models of desktops.
* Excellent communication and writing skills.
* Able to install equipment, wiring, machines and software programs.
* Able to work independently and under pressure also.
* Responsible for other duties as assigned.

**EDUCATIONAL ATTAINMENT**

***COLLEGE:***

**Bachelor of Science in ELECTRICAL ENGINEERING**

Batangas State University

Alangilan, Philippines

2005 – 2010

**CHRIST THE LORD INSTITUTE**

Alangilan, Philippines

S.Y. 2001-2005

**CHRIST THE LORD INSTITUTE**

KumintangIbaba,

S.Y. 1995-2001

**SEMINARS ATTENDED**

* Regional Technical Seminar “**Electric Power and Reform Advocacies**” Power System Fault Analysis; August 31, 2007; Batangas State University Amphitheater, Alangilan,
* Regional Technical Seminar “**Electric Power and Reform Advocacies**” Motor Branch Control Circuit; August 31, 2007; Batangas State University Amphitheater, Alangilan,
* **Distribution Line Design**; July 16, 2009; Audio Visual Room, Engineering Building, Main Campus II, Alangilan,
* **National Grid Corporation of the Philippines Operation**; July 30, 2009; Conference Room; Dasmarinas,
* **Electrical Safety Audit**, August 6, 2009; Audio Visual Room, Enginering Building, Main Campus II, Alangilan,
* **Kalayaan Hydro Electric Power Plant Operation**; August 12, 2009; Conference Room, Kalayaan Hydro Electric Power Plant,
* **Metals Institute Research and Development Center**; September 24, 2009; Coference Room, MIRDC; Sucat,

**PERSONAL INFORMATION**

Age : 25 years old

Status : Single

Nationality : Filipino

Religion : Born Again Christian