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*To be a part of a reputed organization where I can contribute my knowledge and skills to attain company’s aim for success; and can offer me opportunities for career growth and self-development.*

**EDUCATIONAL BACKGROUND**

* Adamson University, Manila Philippines
* ***Bachelor of Science in Information Technology***

*Graduated October 2015*

* First City Providential College, Bulacan Philippines
* S.Y. 2008 – 2010
* The Nazarene Catholic School, Manila Philippines
* S.Y. 2006 – 2008

**SKILLS**

* Proficiency in Microsoft Office Applications
* Hardware and Software Installation
* Capable of creating and editing videos, pictures, files and presentation using wide range of software
* Online development: PHP and HTML
* Programming languages: Visual Basic, NET Beans
* Database Programming: My SQL and My SQL Server
* Computer Platforms: Linux, Mac and Windows

**SEMINARS/TRAININGS**

* **Cloud Computing** **26 June 2013**

*Adamson University*

* **Managed Security Monitoring 18 May 2013**

*West Capitol, Pasig*

* **Windows 8 Application Development 16 May 2013**

*Adamson University*

**WORK EXPERIENCE**

**Smart Communications July – October 2013**

* *On-the-Job Training*
* *System Administrator*
* *Network/ System/ Database Administrator*

**Responsibilities:**

* Review the entire database made by the database administrator using SQL.
* Use python script programming of Linux Ox.

**Convergys Philippines January – March 2015**

* *Account Specialist*

**Responsibilities:**

* Provide excellent customer service by greeting customers in a courteous, friendly, and professional manner.
* Listening attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer. This will include cross-selling and up-selling products and services that enhance the customer’s experience.
* Provide basic client support in a call center setting via phone or e-mail by following processes which will identify if the issue can be quickly fixed, or if it needs to be escalated to a higher level client support representative.
* Assist external users of the client's products or services by answering questions and solving problems involved in their use and confirm customer understanding of the solution and provide additional education as needed.
* Make follow up outbound calls to customers and other parties as a part of case resolution process.
* Brainstorm with the team to come up with ideas to resolve problems to better serve the customer and/or improve productivity.