**First Name of Application CV No 1647090**

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**OBJECTIVE:** To obtain a challenging position on computer support, retail, customer service or any related job that utilizes my acquired knowledge on PC operation, troubleshooting, trade and sales.

**QUALIFICATIONS:**

* Excellent knowledge on computer hardware and software including multiple operating systems, software applications and malware.
* Troubleshooting and analysis on hardware and software issues through systematic method.
* Technical support skills and reliable data entry (50wpm).
* Able to perform various office and clerical functions.
* Merchandising, sales and customer assistance.
* Problem solver, self-motivated and a team player.
* Inspired and hands-on to learn new knowledge and skills.

**WORK EXPERIENCE:**

Jan/2012 –Dec/ 2015 **Technical Support Professional –***Stream/Convergys, Manila, Philippines*

* Respond and interact with customers to diagnose and solve hardware faults.
* Troubleshoot system and network problems and offer solution to resolve computer ware issues.
* Evaluate and analyze hardware symptoms to determine issue Gather customer’s information and determine the
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Pick-up calls from queue and ensure timely response to queries.
* Follow up and make scheduled call backs to customers when necessary.
* Refer major hardware or software problems or defective products to vendors or technicians for service.

Jan/2000 –Dec/ 2012 **Computer Support Technician –***Family Computer Store, Manila, Philippines*

* Answer user inquiries regarding computer software and hardware operation.
* Ensure computer equipment is configured and conformed to established guidelines.
* Maintains all terminals and peripherals including printers, modems, and personal computers.
* Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
* Prepare evaluations of software or hardware, and recommend improvements or upgrades.
* Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
* Locate and troubleshoot network errors.

Jan/2000 –Dec/ 2015 **Sales Representative/Merchandiser (Night Staff) –** *JEMAC Store, Philippines*

* Check and monitor stock movement, price markdowns and markups, promotions or clear outs of slow-moving merchandise.
* Order goods and/or book purchase orders with suppliers and accept product deliveries.
* Analyze past sales figures/trends to anticipate future product needs.
* Suggest product ideas to customers based on merchandise styles, promotion or price.
* Display products on shelves, remove any expired or damaged products, replace products and inventory.
* Maintained accounts of sales made, new orders, and cash transactions.
* Developed strong relationships with customers – maintained friendly relations with existing and new customers.

**EDUCATION:**

**B.S Information Technology**, 2013

AMA Computer College – Antipolo City, Philippines

**Computer System Design and Programming,** 2010

AMA Computer Learning Center - Marikina City, Philippines

**High School,** Graduated 2007

Cainta Catholic College - Cainta, Rizal, Philippines

**TRAININGS AND SEMINARS:**

## Career Planning – AMA Computer Learning Center, January 26, 2010

### Call Center Seminar – AMA Computer Learning Center, January 17, 2010 Personality Development– AMA Computer Learning Center, February 26, 2009

**SOFTWARE/HARDWARE RELATED SKILLS:**

* + Knowledge of MS Office*(Word, Excel, PowerPoint, Access)*
  + Visual Basic, HTML, Spreadsheets
  + LAN Installation and System Configuration
  + Computer Maintenance and Hardware Troubleshooting
  + Internet Research and Browsing

**PERSONAL DATA:**

Age: 25

Civil Status: Single

Citizenship: Filipino

Height: 5’ 8”

Weight: 140 lbs.

Languages: English and Tagalog