**ARVIN**

**ARVIN.285690@2freemail.com**

**Career Objective:** To land a successful and stable job

where I can demonstrate my knowledge and ability acquired through combined input of higher education and work experiences and wherein I can continuously explore further training and development while attaining deserved compensation for a mutually beneficial endeavor.

**WORK EXPERIENCES**

**Harte-Hanks Philipines Inc.,** Fort Bonifacio, Taguig

**Report / Research Specialist**

**Motorola Mobility**

**February 2015 to January 2016**

**Primary Function:**

* Analyze and simplify Data reports extracted from software/applications provided by clients.
* Provide daily team performance summary to operations Managers and Directors.
* Perform root cause analysis in teams with low score.
* Build and Generate raw data using Microsoft excel based on what client needs.

**Technical Leader**

**Motorola Mobility**

**February 2013 to February 2015**

**Primary Function:**

* Oversee and Supervise the day-to-day operations of the team and making sure everyone is pulling their weight, distributing the workload evenly and making sure motivation and performance level of the team are maintained.
* Provide team performance reports to management.
* Provide weekly coaching and updates to agents for improvement.

**Technical Support Representative**

**Samsung Telecommunications of America Level 2 Support**

**July 2011 to February 2013**

**Primary Function:**

* Provides answers/resolutions to customers by identifying problems; researching answers; guiding customers through corrective steps.
* Improves system performance by identifying problems; recommending changes.
* Receives escalated calls from tier1 support for resolution.

**Telus International Philippines,** Bonifacio Global City, Taguig

**Technical Support Representative**

Xbox Live Level 2 Support

October 2008 to July 2011

Primary Function:

* Provides answers/resolutions to customers by identifying problems; researching answers; guiding customers through corrective steps.
* Improves system performance by identifying problems; recommending changes.
* Receives escalated calls from tier1 support for resolution.

**Terumo Phil. Corporation,** Laguna Technopark,

**Material Handler**

February 2006 to July 2007

Primary Function

* Responsible for transporting, inventory and disposes of materials. Adhere and follow safety procedures and regulations, including wearing special protective gear and disposing of materials as regulated by management.

**Amkor Technology**, Muntinlupa City, Philippines

**Preventive Maintenance Technician**

January 2004 to May 2004

Primary Function

**Qualifications:**

A highly experienced and qualified PMO Specialist with expertise in providing accurate reports and organizing management responsibilities. A highly motivated individual who has the ability to build strong relationships with colleagues, sub-ordinates, senior managers and clients. A dedicated team-player with the ability to perform and maintain gracefulness in pressurized work environment and effectively prioritize job responsibilities. Possesses excellent communication skills, interpersonal, self-correspondence, time-management, coordination, administrative and computer skills. Presentable with pleasing personality and professional business style.

**Areas of Expertise**

* Ability to multi-task in a very challenging rate
* Skills in dealing with colleagues and clients in a professional manner
* Provides accurate, efficient and committed office work support to the senior management
* Liaises with internal and external departments
* Computer application skills

**EDUCATIONAL BACKGROUND**

**Tertiary Education**

Bachelor of Science in Industrial Technology

Rizal Technological University

Mandaluyong City, Philippines

2000 to 2005

**Secondary Education**

Immaculate Heart of Mary School

San Pedro Laguna, Philippines

1996 to 2000

**Primary Education**

Rafael Palma Elem. School

Manila, Philippines

1990 to 1996

**PERSONAL DATA**

Nationality: Filipino

Birth date: March 05,1983