**MISHELL**

**OBJECTIVE**

Achieve many experience and learn to a good life in a very responsible way and give my full service, sincerely and trustworthy. I possessed of good communication skills and also a computer literate. Prepare in any assignment beyond my knowledge, skills, and abilities.

**EDUCATION, PROFESSIONAL QUALIFICATION, TRAININGS and ASSOCIATION**

* **Bachelor of Science in Information Technology, Northwest Samar State University, Calbayog City, Philippines, 2013**
* **SAP SYSTEM**
* **Computer** 
  + Typing speed at 40 w.p.m
  + Use of MSOffice (Word/Excel/Data Base/Power Point) and Photoshop
  + Competent use of email and the internet
  + Hardware, Software and Games Installation
  + Computer Assembly
* **TESDA NCII Major in Computer Hardware Servicing Passer**
* **A member of Association of Information Technology**

**WORKING EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Technical Support Representative**

Philippines

October 2014 – January 2016

Duties and Responsibilities:

* Diagnose and resolve technical hardware and software issues about their Samsung Televisions.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services of Samsung Televisions.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Research required information using available resources.
* Follow standard processes, procedures, identify and escalate priority issues per Client specifications.
* Redirect problems to appropriate resource.
* Accurately process and record call transactions using a computer and designated tracking software.
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Follow up and make scheduled call backs to customers where necessary.
* Stay current with system information, changes and updates.

**Sales and Service Representative (AT&T Mobility Collections**)

**Convergys Corporation Philippines**

Philippines

May 2013 – August 2014

Duties and Responsibilities:

* Responsible collection calls and perform assigned tasks and duties necessary to support the Accounts Receivable Department.
* Interact with customers via inbound calls to provide information and assistance.
* Achieve productivity standards and goals while maintaining the highest level of customer service.
* Process transactions and respond to the inquiries about the products and services.
* Record customer interactions details of inquiries, complaints, or comments, as well as actions taken.
* Use computer system to track, gather information and troubleshoot customer issues.
* Refer unresolved customer issues to the right designated department for resolution.

**On the job trainee (Quality Control)**

**Northgate Technologies, Inc.**

Philippines

July 2012 – September 2012

Duties and Responsibilities:

* Handles hardware, software, and games installation for the computers.
* Checking the products that will be distributed according to the standard procedures
* Responsible in checking the payments for the products.

**PERSONAL DATA\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Age :** 23

**Status :** Single

**Nationality :** Filipino

**Job Seeker First Name / CV No: 1719534**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

