**ERROL MERCADO TONGOL**

**CORE QUALIFICATIONS**

* Graduated *Associate Graduate in Computer Technology* in one of reputable school in Philippines
* Dedicated individual, achieving a reputation for consistently going beyond what is required.
* Highly trustworthy, ethical, discreet, and provide good customer service.
* Willing to be trained and learn more functional skills.
* Creative, driven, and confident in providing direction and managing others as a result of
* effective delegation and ability to prioritize activities
* Broad range of expertise in administration, data management and office organization gained
* primarily via exemplary service in a call center.

**COMPUTER SKILLS**

* Basic troubleshooting
* MS office ( Excel, Word, PowerPoint)
* Working through the Internet
* Installing, repairing of software applications
* Data Management and Data Entry

**CAREER OBJECTIVE**

To gain more knowledge and to seek opportunities to enhance my craft and be a part of an integral Growth oriented company wherein my experiences and capabilities will enable me to contribute to the company objectives.

**CAREER HISTORY**

* **. - Philippines**

Brokerage Admin (US Matcher / Auditor)

**August 2010 – January 2016**

**SUMMARY**:Documentation, Data Entry, Processing and corresponding Emails, Matching Shipments in their corresponding

 accounts, Data Encoding.

Duties and Responsibilities:

* Responsible for searching and matching the shipments to their respective accounts by using
* the following information given both the shipper and the consignee .
* Files papers and Documents into Appropriate employee files **.**
* Process mails.
* Perform other duties whatever is assigned.
* Assisting in the setup and maintenance in the office.
* Assisting clients and customers for their queries through email.
* Keeping and encoding received files.
* Providing administrative and clerical support to other departments as possible.
* Maintaining contributes to team effort by accomplishing related results as needed.
* **CDCI Clark** –Philippines

Data Encoder

December 2009 – August 2010

**SUMMARY** :Typing, Data Entry Skills, Attention to Detail, Confidentiality, Thoroughness, Decision Making, Independence, Analyzing Information , Results Driven, Energy Level

Duties and Responsibilities:

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Tests customer and account system changes and upgrades by inputting new data; reviewing output.
* Secures information by completing data base backups.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains customer confidence and protects operations by keeping information confidential.
* Contributes to team effort by accomplishing related results as needed.
* Encoding the Hungarian Baptismal records dated 1900’s.
* Logging in records of different Countries.
* Assisting with the filing of records within the office.
* Makes photocopies, faxes documents and performs other clerical functions.
* **SCMC Clark-** Philippines

Stock Clerk

April 2009 – November 2009

**SUMMARY**:  Responsible for receiving merchandise, unloading or unpacking it, marking it with codes to be identified, stocking shelves, and helping customers place orders. Works in stores, warehouses, stockrooms, and other storage facilities

Duties and Responsibilities:

* Accept delivered packages and ensure proper amount is inside.
* Unload merchandise.
* Mark items with identifying codes, such as price, stock, or inventory control codes.
* Stock shelves with unpacked items.
* Ensure label is clear and visible.
* Help customers fill orders.
* Complete customers mail, Web, and phone orders by retrieving the ordered merchandise.
* Compute price of merchandise.
* Keep records of sale.
* Prepare merchandise for shipment.
* Replenish inventory.
* Ensure customer received product.
* Replace damaged or missing products.
* Operate forklift to lift or place merchandise.
* Work with salespeople on inventory and orders.

**EDUCATIONAL ATTAINMENT**

**Asian Institute Of Science and Technology (AISAT)**

Associate Graduate in Computer Technology

Year: 2007-2009

**PERSONAL INFORMATION**

Nationality : Filipino

Religion : Catholic

Language : English and Filipino

Height : 5’9’’

**Job Seeker First Name / CV No: 1802490**

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