****

***Objective:***

*Looking for the greatest opportunity to work as customer service representative, sales agent, technical support, telephone operator, front desk or help desk staff for a reputed company, to enhance and be able to share my technical and communication skills in the future as well. Customer Service Representative with more than 6 years of experience in telephone customer service including sales, tech support and customer care*

1. **WORK EXPERIENCE**

Nov 2016 – April 2017

***AWOK.com (JLT, Dubai), Sales Agent***

• Make inbound and outbound calls, verify customer details, answer product and delivery status inquiries, confirm orders over the phone, suggests products to customer if requested products are not available, follow up with complains or inquiries of customers

Oct 2009 – Feb 2015

***Convergys, Customer Service Representative/Tech Support Uverse AT&T***

* Gave technical assistance to US customers of their VOIP phone, cable tv, internet service and email issues
* answered billing inquiries and offered upgrades/sales
* provided answers to clients by identifying problems, researching answers and guiding customers through corrective steps
* mentored and trained new representatives

Feb 2009 – Sep 2009

***Sykes, Customer Service Representative/Tech Support, Kodak***

* Gave technical assistance to US customers over the phone for their Kodak products like cameras & printers

Dec 2008 – Feb 2009

***American ChatLink Inc.***

* Data Processor, chat representative

Jul 2007 – Mar 2008

***IT Department, EVSU, IT Instructor***

* Taught college students of Introduction to Internet, Database Management, Turbo C and Microsoft Office

1. **TRAINING/SEMINARS/CERTIFICATE ATTENDED**

Jan 31- Dec 2015 **Cisco Certified Network Associate (CCNA Certification)**

Mapua Makati, Philippines

April 16-July 2007 **Computer Hardware Servicing NC2**

TESDA, Tacloban City

Sept 20-22, 2006 **Basic MySQL Training**

EVSU – Information Tech. Training and Dev’t Center (EVSU –

ITTDC) Tacloban City, Philippines

1. **SKILLS:**
   * + Knowledge in maintaining, diagnosing and troubleshooting computers of Windows XP, 7, Vista, 8, 10 and MAC Operating System
     + Able to work in shifting schedules
     + Proficient in Microsoft Office applications, Microsoft Outlook and CRM
     + Familiar with cisco routers and switches
     + Basic web development knowledge
     + Excellent oral and written English and Tagalog language, learning Arabic
     + Hard working and open minded when it comes to acquiring new skills
     + Self motivated, detail-oriented and organized.
2. **EDUCATION**

Bachelor of Science in Information Technology

Eastern Visayas State University, Philippines

March 2007

**PERSONAL INFORMATION**

Birthdate: May 8 1986

Nationality: Philippines

Residence: Sharjah, UAE

I hereby certify that all above information are true and correct.