**COMPUTER ENGINEER**

*Building positive strategic partnership with global business leaders to achieve corporate success.*

**CAREER HIGHLIGHTS**

* + Over six years of producing unparalleled results and contributions in BPO (Business Process Outsourcing) industry as Customer Service Specialist, Technical Solution Specialist and Team Leader.
  + Awarded as “*Best of the Best Certificate of Excellence*” by a world-class customer management firm, Convergys Inc. for constantly delivering excellent service.
  + Managed and headed a business hub of Organo Gold International, an admired global Network Marketing company to an annual gross sales increase of 45% for fiscal year 2015.
  + Retail Business Administrator for Marketing to a known oil company in the Philippines, Jetti Petroleum Inc. which facilitated additional five retail stations in four months’ time.
  + Served as an Automation Programmer for Victorias Milling Company, an ISO-9000 certified sugar milling company that converted and automated pneumatic controls into Programmable Logic Controllers (PLC) which lead to refined sugar production increase of at least 20%.

**PROFESSIONAL HISTORY**

**Business Hub Manager** (*Oct. 2014 – July 2016)*

Organo Gold International

Iloilo City, Philippines

Key Responsibilities:

* Lead the Organo Gold Iloilo Business Hub to an annual sales increase of 45% for fiscal year 2015.
* Created action plan status and monitoring system to track progress and timelines of revenue generating projects.
* Reduced document and report generation turn-around time by 80% through designing automated templates from MS Word, MS Excel and MS PowerPoint.
* Set-up and maintain the office computer network to reduce additional manpower cost for the company.

**Retail Business Administrator** (*Jan. 2014 – July 2014)*

Jetti Petroleum Inc.

Pasay City, Philippines

Key Responsibilities:

* + Facilitated the construction of additional five retail stations in four months’ time.
  + Supervised and initiated a marketing plan that leads to a top grossing retail station.
  + Created a trade area survey analysis to increase volume sales with in the trade area.
  + Created a monthly volume report and marketing strategies to increase volume sales.

**Customer Service Representative** (*Oct. 2012 – Jan. 2014)*

Transcom Worldwide

Iloilo City, Philippines

Key Responsibilities:

* + Delivered 100% Customer Satisfaction Surveys as Comcast Customer Service Agent along with perfect attendance and 100% Call Quality scores.
  + Coached fellow agents on Performance rating which resulted to 100% Quality rate for the team.

**Team Leader / Supervisor** (*Aug. 2008 – May 2012)*

Convergys Philippines Services Corp.

Makati City, Philippines

Key Responsibilities:

* + Managed and supervised a team of 18 agents which pursues responsibilities with energy and drive toward achievement of desired results for clients all over the world.
  + Coached agents that delivered 100% customer satisfaction ratings.
  + Initiated action plans that were implemented by clients due to its effectiveness and results.
  + Created a harmonious working environment as Team Leader which led to one of the best team on site.
  + Conducted refresher training which maintains the good performance of the team.
  + Undergone comprehensive Communication Skill and Product training which produces various positive commendations from customers and clients.

**Technical Solution Specialist** (*Dec. 2006 – Jun. 2008)*

Siemens IT Solutions and Services

Quezon City, Philippines

Key Responsibilities:

* Successfully passed Com Skills and American Culture Training Courses.
* Set up, troubleshoot and maintain computer network for Windows base computers over the phone for Toshiba America laptop customers.
* Participated as one of the employee correspondents in the evaluation of Siemens IT Solutions and Services as ISO 9000 certified company.
* A Certified Toshiba Authorized Laptop technician helped out and fixed computer problems of at least 10,000 customers.

**Automation Programmer** (*Dec. 2006 – Jun. 2008)*

Victorias Milling Company, Inc.

Negros Occidental, Philippines

Key Responsibilities:

* Designed and constructed logical program and Graphical User Interface for OMRON Programmable Logic Controller (PLC) using CX Programmer.
* Converted old pneumatic factory controllers into PC-based and integrated into a network.

**EDUCATION**

**Bachelor of Science in Computer Engineering**

Graduated with Academic Distinction Award

University of San Agustin

Iloilo City, Philippines

March 2006

**PERSONAL INFORMATION**

Date of Birth: July 16, 1984

Citizenship: Filipino / Philippines

Civil Status: Married

**Job Seeker First Name / CV No: 1839012**

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