***Skills and competencies***

* *Good communication skills.*
* *Flexible & adaptable, able to work well individually and within a team.*
* *Able to work under pressure and deliver results to deadlines.*
* *Good IT skills including Microsoft Office - Word, PowerPoint.*
* *Can build and maintain strong relationships.*

***Areas of Expertise***

*Sales and management*

*Managing crisis situation*

*Strong customer focus*

*Computer troubleshoot*

*Data encoding*

***EDUCATIONAL BACKGROUND:***

***College :****1999-2003*

*Bachelor of*

*Secondary Education*

*Major in PE, Health*

*& Music*

*Benguet State*

*University*

***Vocational:*** *2010-2011*

*Heavy Equipment*

*Operator*

 *Hydraulic Excavator*

*Trinidad Valley*

*institute of*

*Technology*

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**Rodrigo**

**Rodrigo.330496@2freemail.com**

**OBJECTIVE:**

 To build a career that offers challenges and growth with opportunities to enrich my knowledge and skills while contributing my best to the organization I work for.

**Personal Summary:**

 Diverse experience in sales and management. knowledgeable about Microsoft software/hardware installation, and proficient in Microsoft word, Excel and Power point. My work abilities are backed with experience and knowledge.

Throughout my career, I have demonstrated a keen ability to effectively utilize resources and capitalize on opportunities to enhance profitability, productivity and cost efficiency. I experienced diversified duties and I take pride in my work to provide efficient service within the company that I have worked for. I believe that I possess a sincere enthusiasm, eagerness to work and learn, and persistent dedication in my work.

**WORK EXPERIENCE:**

**July 2012 - November 2015: BLISS Cyber café**

**Manager/Attendant (freelance)**

Provide internet accessibility to costumers every day. Ensure that users are welcomed, helped and provided with a safe and suitable equipped environment.

* Greet and assist customers using computer software such as Microsoft office, internet browsing and all software that are being used in cyber café.
* Encoding data and worksheets, Provide services such as printing, downloading and all other operations provided by the café.
* Provide computer maintenance and software installation.
* Troubleshoot computer programs, hardware, software, Ethernet and LAN connections.
* Provide excellent customer care. Maintain cleanliness and orderliness of the place.
* Keep accurate records of logs and inventories of the internet shop.
* Time costumer the number of minutes or hours they will use the computer.

***Personal Details***

*DOB: Aug. 25, 1982*

*Age: 34*

*Civil Status: Married*

*Nationality: Philippines*

*Religion: Roman Catholic*

*Language: English, Tagalog*

*Visa status: Visit*

*Driving license: Philippines*

***Reference***

*Available on request*

**Rodrigo B. Madronero Jr.**

**June 2007 – May 2010: JB Enterprise-photocopy & school supplies**

**Supervisor**

Accomplishes department objectives by supervising staff; organizing and monitoring work process.

* Accomplish staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.
* Provide quality service by enforcing quality and customer service standards.
* Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications.
* Contribute to team effort by accomplishing related results as needed.
* Complete operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving

**August-December 2004: Switchlight ACE HARDWARE (BAGUIO)**

**Sales Representative**

Gather current marketplace information on newly introduced products, delivery schedules, pricing, and merchandising in order to monitor competition.

* Supervise client database to ensure continuity in relationship between company and clients.
* Investigate problem; prepare reports; develop solution, and make recommendation to management in order to solve costumer complain.
* Establish new accounts by organizing and planning daily work schedule to build on existing or potential sales outlet.
* Increase company profit margin every month through a well develops sales and product delivery system.
* Directly involved in preparing new marketing plans and strategies which is utilized in achieving company’s goals.

**February-July 2004: HOMEWORLD SM Department store (BAGUIO)**

**Sales Utility Clerk**

Provides good costumers service at the selling area. Assist on visual display of merchandise, Replenishes stocks periodically.

* Sets up advertising display or arranges merchandise on counters or tables to promote sales.
* Obtain merchandise requested by costumer or receives merchandise selected by costumer.
* Answers costumer questions concerning location, price, and use of merchandise.
* Stamps, marks, or tag price on merchandise.
* Wraps or bags merchandise for costumer.
* May keep record of sales, prepare inventory stocks, or order merchandise.