PERSONAL PROFILE

*Jessel*

[*Jessel.331399@2freemail.com*](mailto:Jessel.331399@2freemail.com)

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An enthusiastic, energetic and hardworking IT professional who has a successful and consistent track record academically. With all the knowledge and skills which I applied to the working environment upon achieving high returns for clients. Possessing extensive knowledge in computer software management and applications. Generating initiative in any situation with maximum quality of service. Currently looking for a suitable position with an exciting and expanding company.

ACADEMIC QUALIFICATIONS

* BSc in Information Technology

AMA Computer Learning Center (AMA College) – SY: June 2011 to March 2015

Valencia City, Bukidnon Philippines

ACADEMIC AWARDS

* CUMLAUDE
* PRESIDENT’S LIST
* DEAN’S LIST
* SERVICE AWARDEE

TEAMWORK AND MEMBERSHIP

* SUPREME STUDENT COUNCIL – SECRETARY (AMA COMPUTER LEARNING CENTER – ACLC COLLEGE OF BUKIDNON) S.Y 2014-2015

TRAINING AND SEMINARS

* SEMINAR WORKSHOP ON BASIC STATISTICAL TESTS USING SPSS

July 22, 2014, ACLC building Valencia City Bukidnon Philippines

CAREER HISTORY

* Data Encoder cum Clerk

(Land bank of the Philippines, Valencia City)

April 2014 to March 2015

* Admin & Filing Clerk cum Secretary

(Al Saqer Property Management- Abu Dhabi , U.A.E)

DUTIES AND RENPOSIBILTIES

* Ensures that the all the files needed must done before the deadline of submission.
* Answer Customer Service phone line and assist caller with their request or route calls of moderate to substantial complexity to the Customer Service Manager.
* Serves a liaison between the customer and various departments.
* Resolves customer requests, question and complaints frequently requiring analysis of situations to determine best use of resources.
* Provides pricing and delivery information, processes orders, and prepares reports.
* Offered and ensures customer satisfaction.
* Tactfully handles confrontational or stressful interactions with the public.
* Assists customers effectively by solving customer disputes.

KEY SKILLS AND COMPETENCIES

* Time Management.
* Product research through web tools.
* Data maintenance & accuracy.
* Responsible for project progress documentation & schedule updates.
* Can communicate effectively and build relationships with high net worth individuals.
* Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and managing, arranging, and coordinating executive calendars, travel, contacts, conference bridges, appointments, and luncheons/events.
* Knowledge in using graphics editing tools like Adobe Photoshop.

CHARACTER

* Able to work well under pressure, prioritize workload and work to deadlines.
* Can work on own initiative. Reliable and punctual.
* Excellent written and verbal skills.
* Highly motivated with a positive attitude.
* Passionate about the world of technology.
* Having a high level of intellectual curiosity.
* Willing and able to assign within the emirates.

PERSONAL INFORMATION

EXPIRY DATE: July 19, 2020

* Date of Birth: June 27, 1994
* Nationality: Filipino
* Gender: Female
* Marital Status: Single
* Language Spoken: English, Visaya & Tagalog
* Religion: Christian