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**Bienvenido**

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| **Contact Details** |
| Address : 301 Lootah Building , Al Rigga Street Deirah Dubai |
| **Personal Particulars** |
| Date of Birth : August 20 1990  Nationality : Filipino  Gender : Male  Marital Status : Single  Language : Filipino , English and Nihongo |
| **Education** |
| Qualification : 2nd year college  Field of Study : Bachelor in Science  Major : Physical Therapy  Institute/University : Far Eastern University NRMF (Nicanor Reyes Memorial Foundation)  Date : 2008 to 2010  Qualification : 3rd year college  Field of Study : Bachelor in Science  Major : Psychology  Institute/University : Far Eastern University Manila  Date : 2010 to 2011  Qualification : 4th year college  Field of Study : Bachelor in Science  Major : Psychology  Institute/University : Trinity University of Asia  Date : 2014 to 2015  **Special Skills and Traits**   * Has wide knowledge in using computer software and hardware. Knows how to troubleshoot basic computer issues ; Assembles air cooled and water cooled desktop computers. * Excellent communcation skills and typing skills. * Can work under pressure and has excellent multi tasking skills. * Can easily work with employees. Upbeat personality and task oriented. |
| **Work Experience** |
| Company Name : Concentrix Synnex Corporation  Position Title : Technical Support Representative and Customer Support Representative for Dish Network  Duration : December 6 2011 to July 4 2012  **Trainings Attended:**  **Versant Training/Soft Skills Training**  Concentrix Synnex Corporation  E-commerce Plaze 1st floor Eastwood Libis  **Work Description:**  **Dish Network – Inbound Queue**  **One of the leading Pay Television provider in the United States**  **Technical Assistance**   * Assisting the customer through the troublshooting steps on how they can resolve a technical issue on their television and their reciever box such as signal issues , distorted video , incorrect cable input etc. * Setting up a technician visit whenever a technical issue cannot be resolved over the phone * Handles technician appointments and whenever a customer will move into a new location * Sending replacement equipments if a technical issue cannot be resolved over the phone or a technician visit * Assisting customers on cable wiring issues * Educating customers on how they can prevent the technical issue happening again   **Customer Account Assistance**   * Providing excellent customer service with regards to a customers account , programming channels , updates from the company, promotions, billing concerns , payment due dates, contract information etc. * Saving customers from cancelling the account * Processes payment transactions and payment extensions * Processes Pay Per View Events * Providing the customers self serve options * Documents and analyzes concerns and forwards to necessary department for appropriate actions * Faciliatates client requests like tracking and shipping packages   **Versant Readiness Trainer**  Versant Test - Formerly known as the Spoken English Tests (SET), Versant™ tests are the only completely automated tests of spoken and written languages. Using the patented Ordinate® speech processing technology and Knowledge Analysis Technologies™ text engine, Versant tests can be taken on a telephone or a computer and scores are available online within minutes.  • Provides training to newly hired employees in enhancing their english comprehension , diction and modulation of voice , pacing , sentence construction and articulation.   * Teaches employees to pass the exam for them to be prepared in speaking fluent english.  |  | | --- | | **Work Experience** |   Company Name : Motif Incorporation Limited Philippines  Position Title : Travel Account Specialist for Airline Reservations  Duration : September 23 2012 to May 29 2013  **Trainings Attended:**  **GDS World Span Airline Booking and Ticketing Training**  Motif Incorporation Limited Philippines  Eastwood Libis , Quezon City  **Work Description:**  **Travel Specialist Level 1 and Level 2**  **Priceline – Inbound Queue / Outbound / Email**  **Online Booking Travel Agency**   * Uses a Global Distribution System to manipulate and troubleshoot passengers itinerary whenever the airlines is having misconnect issues , flight cancellations and irregular operations etc. * Calculating fare value , mid-flight ticket value computations and processing full/partial refund of airline tickets. * Collects and also process payments whenever passengers makes a voluntary change on the flight reservation. * Reviewing Fare Rules and Restrictions of tickets to passengers. * Recieves inbound calls from passengers with booked airline and package reservations. * Answering general queries to passengers to secure the flight status as well as necessary informations. * Making outbound calls to multiple airlines making sure that all flight reservations are secure. * Notifying passengers about the status of the flight via outbound call/email. * Documents and analyzes concerns and forwards to necessary department for appropriate actions. |
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