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**Bienvenido**

**Bienvenido.334026@2freemail.com**

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| **Contact Details** |
| Address : 301 Lootah Building , Al Rigga Street Deirah Dubai  |
| **Personal Particulars** |
| Date of Birth : August 20 1990Nationality : FilipinoGender : MaleMarital Status : SingleLanguage : Filipino , English and Nihongo |
| **Education** |
| Qualification : 2nd year collegeField of Study : Bachelor in ScienceMajor : Physical TherapyInstitute/University : Far Eastern University NRMF (Nicanor Reyes Memorial Foundation)Date : 2008 to 2010Qualification : 3rd year collegeField of Study : Bachelor in ScienceMajor : PsychologyInstitute/University : Far Eastern University ManilaDate : 2010 to 2011Qualification : 4th year collegeField of Study : Bachelor in ScienceMajor : PsychologyInstitute/University : Trinity University of AsiaDate : 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.
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| **Work Experience** |
| Company Name : Concentrix Synnex CorporationPosition Title : Technical Support Representative and Customer Support Representative for Dish NetworkDuration : December 6 2011 to July 4 2012**Trainings Attended:****Versant Training/Soft Skills Training**Concentrix Synnex CorporationE-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.

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| **Work Experience** |

Company Name : Motif Incorporation Limited PhilippinesPosition Title : Travel Account Specialist for Airline ReservationsDuration : 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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| **Work Experience** |

Company Name : Dell International Philippines (United Kingdom and Ireland)Position Title : Customer Care Account Executive Duration : June 14 2013 to June 14 2014**Work Description:****Inbound and Outbound Queue – Floor Manager – Chat Support** * Email, chat and voice support ; Ownership based case work that involves supervision of customer orders such as laptop , desktop and other accessories. Handling all customer care related issues regarding Dell products and service.
* Verify and process customer contracts to release orders.
* Handles multiple types of customer accounts ; Retail , Direct Business , Global Corporate and wide varieties of Third Party Resellers.
* Creating case to each customer to check and provide update on the status of their query until all issues are resolved.
* Using multiple software tools (30 applications) to monitor/track orders ; Process dispatch whenever customers wants to return orders (within 7 days) - Assisting clients when there is a discrepancy throughout the order and will only be able to close the case once the issue has been resolved.
* Coordinate with other departments regarding customer accounts. Monitoring customer orders by contacting Internal Offices within Dell International Company such as Manufacturing Facility , Logisitics Office , Marketing Department , Sales Office and Shipment/Courier to track certain equipments ordered by customers either placed online or with an Account Manager.
* Develop customer account profiles and perform customer service for dedicated account lists.
* Transferring ownership of Dell equipments by assigning the Service Tag Number to the new owner.
* Communicate process, requirements and timing to customers and resolve problems; may escalate problems to management level where necessary and appropriate.
* Handles highly escalated calls whenever Business Clients and Retail customers are asking for Managers/Supervisors to talk to with regards to their experience working with our company , mostly with their orders and asking for compensation.
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| **Work Experience** |

Company Name : CONVERGYS MALAYSIA- PHILIPPINE BRANCHPosition Title : RECRUITMENT SPECIALISTDuration : July 8 2014 to December 10 2016Work Description: •Conducts interviews of applicants and designates operations people to conduct preliminary interview of applicants as part of the screening procedure to ensure getting the right people for the right jobs •Accountable for interviewing/endorsing quality candidates for Agent positions both in onsite (Recruitment hubs/centers) and offsite activities (job fair/job caravans) •Ensure that candidates are treated professionally during the recruitment process •Ensures compliance in executing processes within the company with Workday (database) encoding  •Ensures completion of program specific assessments amongst qualified candidates endorsed •Responsible for doing callouts to recent Hires in order to check compliance with pre-employment requirements and get confirmation on training attendance •Attend calibration with Hiring Managers and department Supervisor to align staffing qualifications that meets account’s need. •Ensure individual performance delivery in terms of all critical metrics: Productivity, Hires Start Rate, Hires Graduation Rate and New Hire Retention |
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