

**Emmanuel.334541@2freemail.com**

**EMMANUEL**

**Work Experience**

**Freelance Skateboard Filmer**  Since 2013 - Present

- Filming/Editing Skate Video Clips/Teaser

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**[24]-7 Incorporated (Pasig City, Philippines)** Sept 2015 – Jan 2017

***Fraud and Data Analyst cum Data Entry***

***Customer Service Officer***

***(Kohls Retail/Online Store– USA)***

-Addressed general inquiries related to account specific products & services

-Processed price adjustment/matching

-Processed credits and refunds

-Coordinating with different carriers to follow up delivery status

-Processed customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.

-Maintained data entry requirements by following data program techniques and procedures.

**Telus International Philippines (Quezon City, Philppines)** Sept 2014 – Feb 2015

***Customer Service Sales Officer cum Technical Support***

***Dell Computers USA / Alienware***

- Maintained and developed relationships with customers via chat, emails and telephone calls

- Made accurate, rapid cost calculations and providing customers with quotations

- Negotiated the terms of an agreement and closing sales

- Basic customer support for the customers regarding computers/laptops and other Dell products

**IBM Global Process Services (Quezon City, Philippines)** Aug 2012 – Aug 2014

***Customer Service Officer cum Technical Support***

***Orange Telco – United Kingdom***

- Handled all kinds of company queries, Billing and Online Payments

- Provided Technical Support for different Mobile Handsets

**Damage Inc. (Caloocan City, Philippines)** Jan 2008 – Jul 2012

***Audio & Lighting Technical Support / OIC Installation and Set Up***

***cum Administrative Assistant***

- Managed installation/maintenance of Audio & Lighting Equipments

- Provided maintenance and repair for Audio & Lighting Equipment

- Prepared Basic Program for L.E.D lights & Professional Lights

- Provides administration related support to all departments as required

- Liaised with staff in other departments and with external contacts

- Recruited, trained and supervised junior staff and delegating work as required

- Managed the filing, storage and security of documents

**Forerunner Technologies Inc /Music Source (Quezon City)** Oct 2006 – Nov 2007

***Sales Representative cum Office Assistant***

- Sales Staff (Guitars, Bass, Drums and other Music Instruments)

- Technical Assistant/Installation for Pro Audio & Pro Lighting Equipments

- Assistant L.E.D. Programmer @ SOP, GMA 7

- Demonstrated Pro Audio & Lighting Equipment to be sold

**Education**

**Technological University of the Philippines** 2004 – 2007

(Bachelor of Technology in Electronics Engineering Technology)

**Bagong Barrio National High School (Caloocan)** 2000 – 2004

**Other Qualifications**

Ms Office Applications (e.g. Word, Excel, Powerpoint)

Basic Troubleshooting

Photo Editing (Adobe Photoshop)

Video Editing (Sony Vegas Pro 11, 12 and 13 Adobe Premiere Pro, Adobe After Effects)