**JUMAR**



**JUMAR.335226@2freemail.com**

**Desired Position: Computer Hardware and Software Servicing,**

 **Computer Technician, Retail Salesperson, Sales Assistant**

OBJECTIVES:

 To obtain a position that will be enable me to exercise and grow my experiences, skills, education, background and ability to work well with people.

KEY SKILLS:

* Providing first level technical support to customers.
* Ability to convey technical solutions in a clear and concise manner.
* Installing and configuring computer hardware systems and IT software.
* Escalating unresolved problems to other support staff.
* Quickly responding to customer’s enquiries and concerns.
* Undertaking analysis, diagnosis, and resolution of client’s problem via phone, email and face to face contact.
* Taking ownership of problems and tracking them to a successful conclusion.
* Analysing call logs to spot trends and underlying issues.
* Producing documentation and reports to a high standard.
* Testing and evaluating new technology.
* Setting up new user’s accounts and profiles and dealing with password issues.
* Monitoring IT network to ensure availability to all users.

WORK EXPERIENCES:

 **FREBROS TECHNOLOGY**

###  Tacurong City, Sultan Kudarat, Philippines

 May 2014 – April 2016

 **Position : Computer Repair Technician cum Sales Clerk**

 **Job Description:**

* IT Maintenance
* Networking
* Software Application
* Software Configuration/Installation
* Printer Repair/Installation
* CCTV Installation
* Troubleshooting (Software and Hardware)
* Customer Service
* Selling Computer Products
* Marketing
* Encoding

 **OCTAGON COMPUTER SUPERSTORE**

 Gaisano Mall of Davao, Davao City, Philippines

 August 2011 – February 2011

#  Position : Sales Assistant

#  Job Description:

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and computer products they are looking for.
* Answering inqueries from customers.
* Giving advice and guidance on computer products selection to customers.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with computer brands.
* Responsible for security within the store and being on the look out for shoplifters.
* Receiving and storing the delivery of large amounts of stocks.
* Keeping up to date with special promotions and putting up displays.
* Keeping the store tidy and clean.

 **BENCH MEN’S CLOTHING**

SM City Davao, Davao City, Philippines

 May 2010 – June 2011

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##  Position : Retail Salesperson

 **Job Description:**

* Greeted customers and determine each customer wants or needs.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Responsible for maintaining clothing and merchandise in a presentable manner.
* Maintained details related to each sales.
* Bagged, packaged, exchanged, and accepted return purchases, and wrapped gifts.
* Successfully handled incoming merchandise and prepared it for purchase.
* Worked effectively with the entire team to ensure customer expectations were met.
* Responsible of opening the store each morning.

INTERNSHIP:

### FREBROS TECHNOLOGY

### Tacurong City, Sultan Kudarat, Philippines

February 2013 – April 2013

Position: On-the-Job Training

**Job Description:**

* IT Maintenance
* Software Application
* Selling and Marketing
* Troubleshooting/Software & Hardware
* Networking

### FREBROS TECHNOLOGY

### Tacurong City, Sultan Kudarat, Philippines

February 2014 – April 2014

Position: On-the-Job Training

**Job Description:**

* Troubleshooting
* Networking
* Customer Service
* Selling and Marketing
* Encoding

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# ACADEMIC QUALIFICATION:

# DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY

# Moverstate Institute of Science and Technology Inc.

# Davao City, Philippines

# Graduated Year 2014