**RYAN CAYAGO LAYNO**



Dubai





**WORKING EXPERIENCE**

**CAREER OBJECTIVE**

*To make a sound position in corporate world and work enthusiastically within a team to achieve goals of the organization with devotion and hard work.*

**Nov 11, 2014 to present**

**Call Center Agent – Customer Service/Technical Support Representative at Telstra Telecom Australia**. Handle inbound and outbound calls, encode and update customers’ information, handle customer inquiries both telephonically and via email. Diagnose and resolve technical internet connectivity and email clients. Accurately process and record call transactions using a CRM (customer relation management) software. Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business. Follow up and make scheduled call backs to customers.

* **Convergys Philippines, Inc**

**Jan 11, 2011 to May 23, 2014**

**Call Center Agent – Customer Service/Technical Support Representative for USA and Canadian Dell & Microsoft Windows Customers/Business.** Handle inbound and outbound calls, encode and update customers’ information, handle customer inquiries through phone and email. Provide computer hardware and software problem resolution. ***Trained as Sales Agent to sell hardware, software, services and warranty after or while troubleshooting.*** Deliver service and support to customers through phone, via remote connection or over the Internet. Follow standard processes and procedures. Accurately process and record call transactions using a computer and designated tracking software or CRM.

* **KNA Computer Services**

**February 17, 2004 – November 3, 2010**

**Manager and Computer Technician.** Manage the business, handles Repair & maintain computers, assemble computers, install hardware/software applications, Install network (wired/cabling and wireless connection), setup internet connection, Sell computers, and inventory. Hiring potential technicians and sales staffs. Responsible for effective sales strategies.

**EDUCATIONAL ATTAINMENT**

**BS Computer Science**

June 2001 – March 2003

AMA College

Quezon City, Philippines

**Computer System Technician**

October 1998 – October 2000

AMA Computer Learning Center

Quezon City, Philippines

**PERSONAL BACKGROUND**

Date of Birth : July 31, 1980

Place of Birth : Pangasinan, Philippines

Gender : Male

Civil Status : Married

**CHARACTER REFERENCES**

AVAILABLE UPON REQUEST

***Ryan Layno***

|  |
| --- |
| ***Ryan Layno* – 2014590**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |