

AARON

[AARON.336107@2freemail.com](mailto:AARON.336107@2freemail.com)

**OBJECTIVE:**

Seeking an opportunity to be part of such a reputable organization to enhance my knowledge, hardworking capabilities, and work well with people that can provide me a gate for learning and career development

**EDUCATIONAL ATTAINTMENT:**

**Angeles University Foundation**

Angeles City Pampanga

Bachelor of Science in Business Administration

Major in Human Resources Development Management

SKILLS/QUALIFICATIONS

* Proficient in computer matters (MS Word, Excel, Power Point)
* A team player, fast learner and highly trainable person
* Ability to work in different settings towards my co-trainees and mentors
* Good oral and written communication
* Has the ability to follow instruction accurately
* Hardworking and willing to work over time if necessary
* Excellent customer service and multi-tasking skills
* Self-motivated and determined

WORK EXPERIENCES

June 2016 – December 2016: **CALL CENTER AGENT**

**BSD Trade Services**

**Angeles City, Pampanga**

**Job Task:**

* Answer calls professionally
* Respond to customer inquiries & research required information using available resources.
* Handle and resolve customer complaints & provide customers with product and service information
* Enter customer information
* Process orders, forms and applications & identify, escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary & complete call logs.

October 2015 – June 2016: **CALL CENTER AGENT**

**Leadhustler Inc.**

**Angeles City, Pampanga**

**Job Task:**

* Obtains client information by answering telephone calls,interviewing clients; verifying information.
* Communicate questions, concerns and recognition to manager on as needed basis
* Proactive, personable, flexible and respond positively to challenge of a dynamic work environment until customer’s satisfaction be met.

July 2010 – June 2011: **BARTENDER**

**Hacienda Super Club**

**Balibago Angeles City, Pampanga**

**Job Task:**

* Escort guests to their tables, present menu and making recommendations
* Takes the order, prepare & serve to the guest
* Prepare & present the bill to the guest
* Clearance of the tables used by guest
* Maintain clean and well organized work environment

SEMINARS & TRAINING ATTENDED

July 30, 2014 **HR Practices-Leading the Evolution in Human Resources**

**Q2 HR Solutions Inc**.

12/F Suite 1208 88 Corporate Center Sedeño Cor.

Valero Streets Salcedo Village, Makati City

April 2014 – June 2014 **On The Job Training**

**Human Resources Department**

Clark Data Center Inc.

Computer / Information Technology (Software)

Clark Freeport Zone Pampanga Philippines

May – June 2010 **Bartending NC II**

**National Certificate II Holder (Licensed Bartender)**

Technical Education and Skills Development Authority

Excel Asia Training Professionals Inc.

April – May 2010 **Food and Beverage Service NC III**

**Restaurant and Coffee Shop**

National Certificate III Holder (Licensed Barista)

Technical Asia Training Professionals Inc.

PERSONAL INFORMATION

Date of Birth : September 18, 1992

Civil Status : Single

Gender : Male

Citizenship : Filipino

Language : English, Tagalog, Japanese

Visa Status : Visit Visa

***REFERENCE AVAILABLE ON REQUEST***

I hereby certify that all information stated above is true and accurate.

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