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**RENANTE**

**RENANTE.366690@2freemail.com**

**OBJECTIVES**

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### To become a part of company operations in ways that will enable me to contribute my skills and knowledge acquired through years of experience while driving my passion and gain opportunities for professional development and career.

**PERSONAL INFORMATION**

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Date Of Birth July 14, 1983

 Working Since September 2007 up to present

Height 5 feet 6 inches / 167.64 cm

**Employment History**

 **VXI Global Solutions (AT&T U-verse)**

 L3 Walter Mart Munoz , EDSA, Veterans Village , Bungad , 1105

Quezon City , Metro Manila

 http://www.vxi.com/contact/

 January 2016 – January 2017

 **Customer Service Representative (TSR)**

* Resolved issues utilizing resources provided by client and other resources like websites, ping and speed tests.
	+ - Assisted customers according to process
		- Assisted customer with internet service via troubleshooting routers, connections and GUI Settings.
		- Assisted customers with GUI Settings to have the best possible settings they prefer and teaching them how to customize it some of it.

**HINDUJA GLOBAL SOLUTIONS (SONY)**

 86 E. Rodriguez Ave, Quezon City

 http://www.teamhgs.com/ph/contact-us

 September 2007 –July 2014

 **Team Leader/Officer In Charge**

* + - Handled a team of technical support representatives
		- Supervised agents to meet metrics required by the client
		- Finishes daily deliverables collecting data for the day and emailing them to both higher operations and clients.

  **Line Trainer**

* + - Organized handling of several batches of trainees
		- Facilitated training of new hires for product specifics
		- Supervised agents before actual endorsement to operations floor

 **Technical Support Representative**

* Received calls for technical concerns about TV, DVD, Portable and Home Audio product types.
* Resolved issues utilizing resources provided by client.
* Assisted customers according to process.

**SM Appliance (LG Electronics)**

 L3 Sm Cubao, Times Square Avenue

Cubao, Quezon City , Metro Manila

 November 2006 – August 2007

 **Product Specialist**

* Introduced product’s great features explaining new technology as benefits.
* Demonstrated features to prospected buyers to encourage their business and trust with the brand.
* Sold television sets, air conditioners, washing machines. Home theater Systems and all other house appliance and consumer products.
	+ - Closes deals to buyers and assisting to cashier for overall customer service experience.

**Grolier Encyclopedia**

 Antipolo City, Rizal, Philippines

 July 2005 – September 2006

 **Special Offers for Learning Materials (Merchandizer)**

* Offered educational books and other learning materials via house-to-house strategy.
* Explained to prospected buyers about the advantages of having to own learning materials while also introducing other special offers they can get.
* Dealt with rejections accordingly from hesitating customers and answered their questions to ease their doubts and hesitations to finally close deals.

**Special Skills**

* **Training Background** 
	+ Understanding of the material; knows the material being presented and finds way to relate it to the audience
	+ Preparation; ensures actual class will flow seamlessly by being ready and having answers to related questions resulting to a confidently laid out presentation
	+ Encourages participants; having learners contribute to the session make the experience enjoyable and fruitful as learners themselves may have something to add to the topic that will help others understand better.
	+ Passion; gets excited whenever it is time for another training session. A good trainer has the drive to teach people and focused on making sure listeners comprehend every topic.
* **Advanced Computer Skills**
	+ Ability to easily learn various computer applications by keenly studying its functionality and features.
	+ Ability to work around previous or latest versions Microsoft Office applications



* + - Excel
		- PowerPoint
		- Outlook
		- Word
		- ..etc
* **Great Analytical Skills.**
	+ Can always read and understand technicalities of all devices and equipment whether mechanical or IT.
	+ Has the nature of anxiously finding out details on how things work.
* **Good listener and clear memory.**
	+ One of the best qualities a team player should have in working for a company that has clear set goals.

**Educational Background**

Vocational : **Don Bosco Training Center**

 **Auto\_Mechanic Technology**

Don Bosco, Tondo, Manila City

 (January 2003 – April 2004)

Secondary : **Caloocan High School**

 A. Mabini, Caloocan City

 (1996-2000)

Primary : **Kasarinlan Elementary School**

 Dagat-dagatan, Caloocan City, Metro Manila

 (1990-1996)

*I hereby certify that the above information’s are true and correct to best of my knowledge and belief*

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