

GLEN

[**GLEN.371650@2FREEMAIL.COM**](mailto:GLEN.371650@2FREEMAIL.COM)

**OBJECTIVES** *I am looking for an opportunity where I can complement my knowledge*

*and contribute my best to the company to attain its goals and*

*fulfill its objectives.*

**POSITION DESIRED** Office Staff, Administrator, IT Support, Customer Service, Waiter

**WORK** Customer Service Representative

**EXPERIENCE** (AMAZON.COM / Sutherland Global Services)

Legazpi City Albay, Philippines

Key Duties/Responsibilities:

 Resolve Customer complaints via phone or email.

 Assist with placement of orders, refunds, or exchanges.

 Open, upgrade or cancel accounts.

 Use telephones to reach out to customers and verify

account information.

 Work with customer service manager to ensure proper

customer service Is being delivered.

 Take payment information and other pertinent information

such as addresses and phone numbers.

 Provide accurate, valid and complete information by using

the right methods/tools

 Take the extra mile to engage customers

**TRAINING** On-the-Job training at Commission on Elections / Office Staff

**EXPERIENCE** Legazpi City Albay, Philippines

SEDP-Simbag Sa Pag-Asenso Inc.

LGU Pilar, Sorsogon / Office Clerk, April-May 2013

Summer Program for Employment of Students (SPES) /

LGU Pilar, Sorsogon / Office Clerk, April-May 2014

Government Internship Program (GIP)

LGU Pilar, Sorsogon / Office Clerk, April-May 2015

**EDUCATIONAL**  SCHOOL NAME: AMA Computer College Legazpi Campus

**BACKGROUND** COURSE: Bachelor of Science in Information Technology

**IT TECHNICAL** Microsoft Office (Word, Power point, Excel, Access)

**SKILLS** Computer Programming (Visual Basic, HTML)

Adobe Photoshop

Hardware and Software Installation

**ADDITIONAL** Able to work unsupervised and learn fast with creativity

**QUALITIES** Outspoken, independent and levelheaded person who likes to make friends.

Involve in personality development and updating knowledge based through

reading, listening and observation.

Self motivated and determined

Optimistic and self confident

**COLLEGE PROJECT** DILG HRIS:

Department of the Interior and Local Government

Human Resource Information System

**PERSONAL** Nationality : Filipino

**INFORMATION**

Martial Status : Single

Visa : Visit Visa

**LANGUAGES** English

Filipino