

GLEN

**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