

**EBENEZER**

[**EBENEZER.372916@2freemail.com**](mailto:EBENEZER.372916@2freemail.com)

Extensive work experience in telecommunications and construction industries, liaising with public and private entities in various aspects of engineering, logistics and administration.

Analytical and systematical, able to perform tasks effectively with enthusiasm and optimism. Flexible and sociable, keen to work with people from various cultures. Trustworthy and a person of values.

# KEY COMPETENCIES

* Working knowledge of office management and procedures
* Familiar with office equipment and procedures
* Proficient in MS Office applications (*Word, Excel, Powerpoint, Access, Publisher*)
* Ability to work independently
* Hard working, determined and highly receptive

# WORK EXPERIENCE

**Site Acquisition Specialist cum Document Controller January 2009 – July 2017**

Csemscorp Contractors & Fabricators Inc.

Manila, Philippines

## *Duties and Responsibilities*

* Handles complete paperwork related to the site acquisition.
* Creates and maintains tracker for approval process and technical submittal.
* Records all the correspondences received and sent to various government agencies related to the cell site acquisition.
* Ensures that both soft and hard copies of all the documents related to the project are archived, filed and updated.
* Handles ISO documents and contract related documents for the site acquisition.
* Inspects potential areas for cell site construction.
* Uploads document status in the document management application
* Asses and recommends the specific type of tower that should be constructed on the site.
* Estimates frequently encountered variations on site survey.
* Gathers site technical data such as lot profile, elevation, and other civil works required in structural planning for proposed cell sites.
* Selects the best possible site on the search ring/area with minimal variation so as to minimize construction costs.
* Recommends on the type of tower to be used as per actual survey and loading conditions given by the Radio and Telecom Engineers.
* Checks and inspect design standards for telecom construction of towers.
* Responsible in filing documents/accomplishments of cell sites in the company’s database.
* Responsible for the site negotiations with the lessor (building or lot owners) concerning the monthly rental of the site.
* Participates with site acquisition agents in lease negotiations with Lessor’s to ensure the terms and conditions are within the standards of the client.
* Checks and secures transmittal report of lease package documents by site acquisition agents in the procurement of government permits.
* Responsible for database of lease package and transmit to safety engineering.

**Licensing Specialist 2004 January – 2009 December**

Globe Telecom

Makati, Philippines

## *Duties and Responsibilities*

* + - Travels to different regions during site inspections to ensure that all equipment in the cell sites were licensed as required by National Telecommunications Commission (NTC) as a pre requisite to allow all operators or telecom companies to operate.
    - Communicates with all NTC Regional Directors to ensure good relations between Globe Telecom and NTC.
    - Process all legal documents required by NTC.
    - Acquires permit/certification from the Department of Health (DOH) and relevant government agencies to ensure that all equipments (especially microwave radios) in the proposed cell sites are in line with standards set by the DOH.
    - Handles database management for wireless network technical group of radio station license both for microwave and base stations.
    - Prepares and applies for radio station license, permit to purchase, radio stations renewal and modification to NTC.
    - Prepares network diagram and application for modification/transfer of frequencies and licenses.
    - Monitor on-air sites for both GSM 900 and GSM 1800.
    - Prepares request for payment for NTC and Subic Bay Metropolitan Authority.
    - Coordinates with vendors (i.e. Nokia, Ericsson, NEC Corporation, Nera) regarding acquisition of Certificate to Import from NTC required by Bureau of Customs.
    - Updates status and prepares application of Certificate to Import for suppliers (i.e. Nokia, Ericsson, Nera, NEC Corporation, Harris and other supplier).
    - Monitors equipment status and inventory for the project.
    - Communicates with NTC personnel, department head, suppliers and brokers.
    - Provides technical support for the entire Engineering group.

**Customer Service Representative 2003 January – December**

Island Country Telecommunications Inc.

Jaspage

Makati, Philippines

***Duties and Responsibilities***

* + - Responds promptly and answers/resolves customer inquiries and complaints.
    - Investigates and resolves service issues and/or product problems.
    - Manages customers’ database accounts, performs customer verification and processes applications, orders and requests.
    - Trains team members to deliver a high standard of customer service.
    - Works with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
    - Maintains and updates record of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.

## EDUCATIONAL BACKGROUND

1. Emilio Aguinaldo College

Bachelor of Science in Physical Therapy (*Undergraduate*)

1986 – 1992 Elpidio Quirino High School

Secondary Level