**DIANA**

Sharjah, United Arab Emirates

Email: [diana.374152@2freemail.com](mailto:diana.374152@2freemail.com)

**“**Seeking to work in a progressive and professionally managed organization in a position where I can develop and utilize my organizational, educational and professional skills which will contribute for the advancement and betterment of the organization on a long-term basis.**”**

**SUMMARY OF QUALIFICATIONS**

* Highly motivated and attentive with an exceptional interpersonal skills
* Enthusiastic and dedicated in providing a good quality of service
* Ability to work under pressure and set priorities to every task given
* Proficient in managing multiple tasks simultaneously with the outmost professionalism
* Ability to work with focus and commitment in an organized and detailed manner
* Professional and energetic work attitude with a good communication skills
* Hard-worker, fast leaner and good team player
* Customer service oriented
* Passionate to showcase and enhance both technical and relevant skills

**EDUCATIONAL ATTAINMENT**

* **College Diploma**

**Bachelor of Science in Information Technology** *2012 – 2016*

AMA Computer College - Mayombo Dist., Dagupan City

Pangasinan, Philippines 2400

* **High School Diploma**

Mangaldan National High School *2007 – 2012*

P. De Guzman St., Poblacion, Mangaldan

Pangasinan, Philippines 2432

**PROFESSIONAL EXPERIENCE**

* **Business Office Assistant cum Customer Service Assistant** *Oct. 2016 – Sept. 2017* Philippine Long Distance Telephone Company (PLDT)

Nable St., Dagupan City, Pangasianan 2400

**Role Details:**

* Managed and organized well all customer’s accounts which handed to me either by my co-workers or supervisor to which I make sure it is being coordinated with them time to time.
* Responded and resolved each of the customer’s queries and questions in regards with sales and services provided by the company while providing a good customer service assistance.
* Contributed to boost some sales revenue as I patiently convince and motivate customers about the importance and advantages of availing other services and products aside to their current packages and plans they have.
* **Part-Time Customer Service Assistant cum Layout Artist** *March 2016 – May 2016*
* **IT Staff (OJT INTERN)** *May 2015 – Aug. 2015*

Tarpograpix Limited Co. – Dagupan City, Pangasinan, Philippines

**Role Details:**

* Controlled and administered computers and print/photocopier machines in a timely and organized manner throughout the day.
* Provided a quick assistance to client’s needs and request either personally or electronically while providing them a reliable and good outcome.
* Coordinating and asking assistance from co-workers/supervisor regarding client’s questions and complaints thus providing them with an efficient and reliable answers and solutions.

**RELEVANT SKILLS**

* English Literate and Proficient on computers
* Knowledgeable in Microsoft Office (Word/Excel/Powerpoint/Outlook)
* Knowledgeable with Database Management (MySQL and Oracle)
* Knowledgeable with Programming Languages (PHP, JAVASCRIPT, JQUERY, HTML5, ANDROID)
* Skilled in Graphic Design (Adobe Photoshop and Illustrator/Corel Draw)
* Capable to do simple network configuration either LAN or wireless connection
* Capable to do software and hardware troubleshooting
* Experienced with freelance job including graphic and web design

**SEMINARS ATTENDED**

* **13th Youth Congress on Information Technology** *Sept. 9, 2015*

SMX Convention Center, Pasay City, Philippines 1630

* **TECH4ED Technology for Education** *Oct. 18, 2015*

CSI Stadia, Lucao Dist., Dagupan City, Pangasinan 2400

**RECOGNITIONS AND CERTIFICATES**

* **Certificate of Recognition for Web Design** *May 12, 2016*
* **Dean’s Lister for S.Y. 2014-2015** *July 9, 2015*
* **Microsoft Virtual Academy: Migrating Fr. Windows XP to Windows 8** *Nov. 14, 2014*

AMA Computer College Dagupan Branch, Philippines 2400

* **Titus Pens IDoodle’15 On-The-Spot Ballpen Art Contest** *June 27, 2015*

CSI Stadia, Lucao Dist., Dagupan City, Pangasinan, Philippines 2400

* **Provincial Poster Slogan Making for 23rd National Statistic Month** *Oct. 10, 2012*

PSU Lingayen, Pangasinan, Philippines 2401

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*I hereby certify that the above information is true and correct to the best of my knowledge and skills.*

**Diana**

*Applicant’s Signature*