**Judel**

[Judel.381703@2freemail.com](mailto:Judel.381703@2freemail.com)

**OBJECTIVE**

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in the field of information technology (IT) and Customer Service.

**JOB QUALIFICATIONS**

* Cisco Trained
* Demonstrate abilities in telesales, customer service and technical support
* Excellent communication skills
* Flexible, dependable, and dynamic
* Network Troubleshooting, Hardware Troubleshooting
* Ability to maintain high level of productivity while complying with quality standards set by the company
* Proficient in Microsoft Office Applications and Internet savvy
* Good Communication Skills and Public Relations
* Hardworking, flexible, patient, confident and committed in working with other people.
* Enthusiastic and committed to professional excellence

**EMPLOYMENT HISTORY**

May 2017 – June 2018 **Call Center Representative**

**Spi CRM (Endurance International Group)**

6th Floor L.V.Locsin Bldg., 6752 Makita cor. Ayala Aves., Makati City1229, Philippines

*Receiving call, website debugging, Technical troubleshooting, Billing and Sales Representative*

* Provide excellent customer service, in Ipage web hosting service in the United States and other countries , by making sure customer satisfaction is displayed all throughout the conversation and efficiently handling calls in a timely manner, providing answers and resolution with knowledge and techniques provided by training
* Updating account payment information, making sure that all the payment info are secured.
* Introducing new product to the customer, and how this products can help their business to grow up.

**October 2016 – June 2017 I.T Officer**

**CC Smart Kidz School Inc.**

San Gavino Victoria Tarlac City

Philippines

*I.T Computer Analyst*

* Maintain all the computer working fine
* Performed CCV monitoring for School Surrounding
* Checking all the records stored to the Databased
* Does call listening sessions and quality related cascades to new hired agents

**July 2016 – September 2016 Computer** A**nalyst**

Romulo Bldg. Tarlac City

Philippines

*Computer/Network Analysis*

* Formatting Computerand fixing computer parts
* Debugging network connection
* Checking all the Connection to the server to the client’s computers.

**February - May 2016 OJT – Local Civil registrar**

San GavinoVicotoria, Tarlac City

Philippines

* Organized certificates paper of the new birth Child, Married couples.
* Checking all the listed papers and arrange to specified properties.
* Organized papers of new married couple, and make the wedding document ready.

**SEMINARS ATTENDED**

**Cisco Seminar**

* January 2016 , Tarlac State University

Cutcut St., Tarlac City, Philippines

**Pc Troubleshooting Seminar**

* February 2016, Tarlac State University

Cutcut St., Tarlac City, Philippines

**SCHOLASTIC BACKGROUND**

April 2009 TERTIARY

Tarlac State University

Cutcut St., Tarlac City, Philippines

* **A Degree in Bachelor of Science in Information Technology**

Academic Scholar since 2012 – 2016

College Officer Member

Member of University Dance Troupe

March 2012 SECONDARY

Makabulos Memorial High School

San Fernando, Victoria Tarlac, Philippines