**Allen Dale P. Bonachita**GA5 Bldg. 1 GSIS Metrohomes Sta. Mesa Manila  
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**ABOUT ME**

An IT enthusiast with more than 3 years Customer Service Experience that is capable of managing time property and can work independently as well as in team. I’ve been working in the BPO industry and eventually became a mentor/SME from the account I handled which aims for me to transfer my skills to my colleague and newly hired employees.

My long-term goal is always set to work in an IT Field particularly in programming field and thus, self-studied several programming languages (but mostly focused with python) when I was still in college and during leisure time.

**SUMMARY**

* Completed PRIDE Leadership Training.
* Completed Accelerated Career Experience (ACE) Training.
* Completed OPSWAT ICIP, OFSA, and ODSA Cybersecurity Certifications.
* Enjoys tasks that require analytical and mathematical skills.
* Has fundamental to average knowledge with HTML, CSS, Python, COBOL, Java, SQL, Tableau, and C Language.
* Highly literate with troubleshooting both Hardware and Software issues of a computer.
* Mid to Advanced communication skills—English language for both written and verbal.
* Confident and reliable in project planning and making.
* Literate with Google Applications and Microsoft office 360.
* Fast Learner

**CERTIFICATIONS**

* ACE Training (Accelerated Career Experience) - 2019
* PRIDE Leadership Training - 2022

**EDUCATION**

#### 2017 – 2019 APEC Schools – Senior High School

ABM (Accountancy, Business and Management)

#### 2020 – 2023 Polytechnic University of the Philippines (107 units completed)

BSIT (BS in Information Technology)

**WORK EXPERIENCE**

#### Dec 2019 – Nov 2020 Magellan Solutions – Chat/Email Support PB Mezzanine Summit One Tower, 530 Shaw Blvd, Mandaluyong, 1552 Metro Manila

* Provides first-hand support for customer facing issues with orders from e-Commerce account
* Accepts and rejects credit or refund for order issues based on self-discretion

**Nov 2020 – May 2023** **Afni PH – SME (Chat Account)**  
 6 Emilio Jacinto, Batasan Hills, Quezon City, 1126 Metro Manila, Philippines

* Works with company leadership to relay and promote company’s process, policies, procedures, and rules
* Address production floor questions and assists newly hired agents with product questions
* Provides assistance with B2B account
* Providing feedback to project team throughout creation, testing and rollout of deliverables