

TABILOG, JEZ D.

*Information Technology
(IT) Professional*

PROFILE



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SKILLS

- Strong interpersonal, communication and public speaking skills.
- Experienced in Selling by determining customers' needs and wants and guide them through their options, showcasing in-depth knowledge of the product.
- Good organizational skills and ability to manage multiple priorities.
- Synchronization of IOS/Windows OS, 8.1 and 10, Azure Cloud.
- Proficiency with various computer and mobile applications.
- Installing OS Windows and formatting HDD, Check disk and Defragmentation.
- System Recovery by using repair disk
- Set-up applications to control appliances.
- Troubleshooting Hardware, Software, Networks, Mobile Devices, etc.
- Flexibility to work days, evenings, overnights, weekends, and holidays.
- Willingness to work outdoor in weather conditions with moderate noise level.

EDUCATION

THE GENSTRIDE CENTER,

Mission College, Santa Clara, CA, USA
*Information Communication
Technology Program (2017)*

LA CONSOLACION COLLEGE MANILA

Manila City, Philippines
*Graduated Bachelor of Science in
Information Technology (2011-2015)*

OBJECTIVE

To obtain an environment that will help to **increase my competency and readiness** for my career and to discover the strength and skills that I have **thru the organization** that I am capable of working with.

WORKING EXPERIENCE

• SERVICE AGENT / CUSTOMER SERVICE REPRESENTATIVE

at **AVIS BUDGET GROUP**

Portland, Oregon

August 1, 2019 – Present

- ❖ Assist customers to their rental vehicle and explain features so they are comfortable with the vehicle prior to exiting the location.
- ❖ Ensuring proper placement and conducts final inspection of all company vehicles to ensure readiness for customer rental.
- ❖ Identifying and reporting any rental vehicle damage to dispatchers or mechanics.
- ❖ Ensuring that the cars are ready for the next customer by inspecting and recording gas levels and mileage.
- ❖ Recommend appropriate corrective action where necessary.

• MICROSOFT STUDENT PARTNER

at **MICROSOFT PHILIPPINES, INC.**

Makati City, Philippines (2013-2014)

- ❖ We were given access to the latest Microsoft software, development tools, reference material, industry events, and by facilitating training opportunities.
- ❖ Tasked to share our knowledge among our respective academic community by arranging courses; giving presentations and lectures; and initiating projects among the students.
- ❖ Hosted fun workshops, run hackathons, and give demos on campus to grow a community of students.

• ACCOUNT MANAGER/ QUALITY ASSURANCE & INTERN

at **PHILSMILE, INC.**

Makati City, Philippines (2014)

- ❖ Diagnose service and support to end-users using and operating automated call distribution phone software, via remote connection or over the internet.
- ❖ In-charge of responding to all the inquiries, concerns and requests of the customers with regards to the company's products and services.
- ❖ Diagnosing and resolving technical hardware and software issues involving internet connectivity, etc.
- ❖ Support continuous improvement initiatives in the areas of productivity, yield enhancement and scrap reduction.

• INFORMATION TECHNOLOGY

at the **LA CONSOLACION COLLEGE MANILA**

Manila City, Philippines (2011-2015)

- ❖ Confer with other computing personnel to solve complex procedural, operational and technical problems.
- ❖ Evaluating hardware and software products, and programming languages to determine their applicability to the system and/or project.
- ❖ Modify and/or writes programming code on Web Developing using HTML, PHP and MySQL.
- ❖ Develops work plan and time tables for computing projects.