Nico Duenas

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# Objective

Seeking to obtain a rewarding and challenging **IT Technician** position to be offered through the best application of my knowledge, skills, competence, experience, talents and abilities.

# Qualifications

* Has a diverse background in providing customer service related tasks in various industries and prioritizes the customers safety and comfort.
* **CompTIA A+ Certified**
* Easily understand and solve technical problems
* Extensive knowledge of principles and processes for providing customer services and personal services, including customer needs assessment, meeting quality standards for services.
* Proven adaptability to different cultural and business environments
* Skilled at evaluating options and generating solutions
* Strong physical ability to perform all job functions
* Advanced knowledge of written and spoken English and Filipino (Tagalog).

# Experience

* + - **Provident Credit Union (Personal Account Advisor 2019-present)**
* Provide members with excellent account, loan, and card service by telephone, e-Mail, and chat.
* Guide members toward and assist members with our on-line, mobile, and telephone banking services.
* Solve issues straightaway, as well as serve as a guide if a member's issue requires assistance from a back office department.
* Find new solutions for our members by forwarding leads to our investment, insurance, mortgage, and consumer loan representatives.
* Adhere to Bank Secrecy Act & Office of Foreign Asset Control policies and procedures, as well as take part in annual BSA & OFAC training.
  + - **SkyWest Airlines (Flight Attendant 2014-2020)**
* Routinely inspect cabin emergency equipment for compliance with minimum safety requirements
* Responsible for verifying that passengers were in compliance with federal regulations prior to take-offs and landings
* Participate in regular crew briefings prior to each flight (or more often, as needed) regarding flight duration, any expected adverse weather and/or traffic delays, or any other issues affecting planned routes and shared accountability for passengers and carry-ons as outlined by the FAA and the company
* Provide customer service to passengers in accordance with company procedures
* Assisted customers with special needs or requests; provided meal and drink service while in-flight.
* Direct aircraft evacuation as necessary and provide appropriate medical assistance
  + - **SkyWest Airlines (Ramp Agent 2011-2014)**
* Load and unload customer luggage, airfreight and company mail on and off aircraft
* Responsible for maintaining safety and security on the ramp
* Escort passengers and special needs customers safely and courteously
* Marshall aircraft in and out of the ramp area
* Service aircraft and ground equipment as needed
* Communicate efficiently with ground personnel and flight crews
  + - **California Smiles/SD-18 Inc. (Retail Associate 2009-2011)**
      * In charge of doing a weekly inventory of the store’s merchandise
      * Selling merchandise and explaining to the customers how the store works
      * Office duties such as data entry and filing
      * Training new employees
      * Loading/unloading of merchandise from the store to storage and vice versa
      * Using a computer to assist customers with the customization of their shirts
      * Cashier

# Education

* + **B.A. in Communication**

University of Santo Tomas, Philippines

**References**

**Ivan Bernardo**

Systems Administrator

4155093838

**Nolan Rosquites**

Zone Controller

6502915010

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