Edale Miguel

edalejoy@yahoo.com ph#206-383-3528   https://www.linkedin.com/in/edalemiguel/

SUMMARY:

Dedicated Computer Science student with experience in Python and Java. Motivated and hardworking Customer Service Representative with 16 years of experience. Possesses strong communication skills, excels in team collaboration and accurate record keeping.

SKILLS:

- **Languages:** Java, Python
- **Tools:** SAP, UCCE, ECC, MDL, CLX, EGain, Eclipse, IntelliJ, GitHub
- **Communication:** Effective customer and team communication.
- **Emergency Response:** Calm handling of electrical and gas emergencies.
- **Coordination:** Collaborative problem resolution.
- **Documentation:** Accurate record-keeping.

EDUCATION:

Bachelor of Science (BS) in Computer Science   **Sep 2023 – June 2025**

North Seattle College, Seattle, WA

Focus Areas: Java Development, Database Technology, Operating System, Programming Languages, Fundamentals of Computer Science, Computer Architecture and Networking, Analysis of Algorithm, Data Structures, Logic/Problem Solving.

Seattle Central College   **Sep 2019 – Aug 2023**

Seattle, WA

Focus Areas: Completed prerequisite courses for transfer to a 4-year college.

Computer Secretarial   **June 2000 – March 2002**

Data Center College, Philippines

WORK EXPERIENCE:

Puget Sound Energy   **August 2007 to Present**

Customer Service Representative

Duties/Responsibilities:
- Effectively handles electrical and gas emergency calls, ensuring timely resolution and customer satisfaction.
- Managed customer data, service orders, inquiries, and transactions.
- Processed EGain, Mail Return, Life Support and Owner Allocation Agreement
- Handled refund requests with attention to detail.
- Acted as a direct contact point with Electric System Operations, Gas dispatch and Customer Service Team.