

ERVIN JOHN GONZALES

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[linkedin.com](https://www.linkedin.com) | github.com | [Personal portfolio website](#)

PERSONAL BACKGROUND

I am adaptable and always open to new challenges and technologies. Doing tasks, solving problems, and immersing myself in the work I do is how I learn best. When required to do something new, I learn the tools, fundamentals, and skills necessary to do a good job. Because working with a team is a two-way relationship, I always make sure that I bring value to the team.

SKILLS

- **Written and verbal communication skills:** received positive customer feedback at Ozbargain for creating clear and concise troubleshooting instructions to Allied customers.
- **Web development:** developed personal my personal portfolio using HTML, CSS and JavaScript
- **Database management and software development:** developed and managed the database for my student enrollment application Python project.
- **Data analytics and predictive modelling:** used Stata to create a predictive model using time-series and ARIMA modelling to predict oil prices given a 10-year historical dataset.
- **Microsoft Office:** received training in Excel for data analytics and visualization, policy writing and documentation using Word, e-mail management using Outlook, PowerPoint presentation and design.
- **Time-management, planning and organizational skills:** prioritized workload and shortened response times for technical queries at Allied corporation.
- **Computer troubleshooting & repairs:** Identified advanced hardware and software issues through remote computer diagnosis and repaired warranty tickets.
- **Attention to detail:** experienced with daily bank account reconciliation using Oracle and cash handling.
- **Team player:** assisted the warranty team limit the number of open support tickets and returned faulty systems.
- **Public speaking and presentation skills:** co-hosted university-wide events and helped organize them as the Finance officer and IT point person.
- **Languages:** Fluent in English and proficient in Filipino

EDUCATION

TORRENS UNIVERSITY AUSTRALIA

Master of Business in Information Systems

Adelaide, Australia

July 2019 – May 2021

EMPLOYMENT HISTORY

Allied Corporation Asia Pacific Pty Ltd (Manufacturing)**Beverly, South Australia****ICT Customer Support Officer****May 2020 – November 2020***Custom-built computer manufacturer and distributor, shipping high-quality systems nationwide.***Responsibilities:**

- ERP (JSON, Shopify, Ebay) software system management;
- Manage tickets and e-parcel returns for component and system warranty claims;
- Invoice processing of requested upgrades and servicing customer e-mails;
- On-site system building, repair and component replacement of returning faulty systems;
- Processing component replacements for customers;
- Processing customer refund requests and compensation;
- Support customers through remote diagnosis of hardware and software related issues.

MINIMAX (Retail)**Adelaide, South Australia****Store Person****August 2019 – May 2020***Minimax is one of the leading retailers of premium kitchenware in Australia.***Responsibilities:**

- Attended to customer and supplier queries via phone, e-mail and online;
- Managed invoices and transfer receipts;
- Demonstrated teamwork by co-operating and assisting co-workers as needed;
- Checked deliveries in accordance with the company procedure;
- Reported breakages, under/overages or invoicing issues to Head Office;
- Completed claims for faulty stock;
- Managed stock integrity of all inwards/outwards goods;
- Prepared store for stock-take;

UNIONBANK OF THE PHILIPPINES (Universal Bank)**Manila, Philippines****Sales and Service Assistant****July 2018 – January 2019***UBP is a publicly listed universal bank in the Philippines. It distinguishes itself from its competitors through superior technology and excellent financial service.*

Responsibilities:

- Accommodate daily customer banking transactions;
- Financial information extraction and report generation using in-house Oracle based banking system;
- Reconcile accounts at the end of every transaction day;
- Ensure all outgoing and incoming cash is accounted for and secure;
- Check the validity of bank notes, cheques and client identification documents;
- Accurately exchange client foreign currencies upon demand;
- Explain company investment products and account classifications to inquiring clients;
- Create reports on customer tax filing and miscellaneous government fee payments;
- Comply with anti-money laundering and banking secrecy policies;
- Performing KYC procedures to provide excellent service to clients.

BANGKO SENTRAL NG PILIPINAS (Reserve Bank)**Manila, Philippines****Practicum Trainee****September 2017 – November 2017**

The Philippine central bank is responsible for regulating all financial institutions in the country as well as the printing and circulation of the national currency.

Responsibilities:

- Contacting overdue AP accounts;
- Filing confidential documents;
- Extract previous employee remuneration accounts statements using in-house database system;
- Handling incoming and outgoing correspondence of the bank's payroll division;
- Accommodating employee inquiries on the phone and in the office space;
- Identifying remaining balances of existing aging AP accounts of the bank;
- Sending confidential account documents to the accountancy department.
- Completing other ad hoc tasks as required by management;

Training and Certifications

Responsible Service of Alcohol – Clear To Work (CTW)	2020
Basic Barista Training – Taipan Training Services (TTS)	2020
Counterfeit detection – Bangko Sentral ng Pilipinas (BSP)	2018
Civil service certificate of eligibility – Civil Service Commission (CSC)	2018
Signature verification - National Bureau of Investigation (NBI)	2018
White belt certification - Management and Strategy Institute (MSI)	2017

ACTIVITIES AND INTERESTS**Volunteer experience:**

Japan Australia Friendship Association, Subcommittee member (2019 - 2020): responsible for managing equipment, logistics and venue layout.

Student Representative Committee, Torrens University Wakefield campus (2019 – Present):
Finance officer and responsible for promotional graphics design and event budgeting.

Meals on Wheels, Edwardstown South Australia (2020 - 2020):
Assisted with the delivery of meals to the homes of retired clients.

GoBeyond Communities (2018):
Repainted hallways at the White Cross children's home.

CPA Australia (2019 – 2020): Student ambassador
CPA program promotion at university campus and job fair events.

Activities:

Sports and Leisure: Competitive badminton singles and/or doubles, hiking, mountain biking

REFERENCES

Available upon request