

Francis Albert Bibat Geromo

Personal Details

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Objective

Enthusiastic and detail-oriented professional seeking an opportunity in IT and media. Equipped with a foundation in troubleshooting, design, and editing, and eager to apply and expand these skills in a professional environment. Committed to learning, growing, and contributing to the success of the team.

Experience

- **Sales representative** 03/15/25 - 09/25/25
Infocision Philippines
Gained my first experience in sales while working with a major telecommunications account. Handled customer inquiries and promoted services.
- **Retention Representative** 08/01/24 - 03/01/25
Infocision Philippines
Transitioned from my first role as a Retention Representative into sales to further develop my communication and persuasion skills.

Education

Course / Degree	School / University	Grade / Score	Year
Information Communication and Technology	DCDNHS	Grade - 12	2024

Skills

- Proficient in English communication; skilled at understanding and addressing customer concerns clearly and effectively.
- Technically adept and able to perform basic troubleshooting for software, hardware, and connectivity issues independently.
- Knowledgeable in graphic design with experience creating professional visuals and layouts.
- Skilled in video editing and photo editing using modern editing tools.
- Strong problem-solving abilities with the capacity to work independently and adapt to technical challenges.

Achievements & Awards

- Recognized for maintaining a customer sentiment score consistently above +30, reflecting strong communication skills, effective problem resolution, and a commitment to delivering excellent customer service.

Interests

- I enjoy exploring emerging technologies by engaging with AI to expand my knowledge and challenge myself with complex questions. In my free time, I watch movies and play games extensively, both for entertainment and to develop strategic and problem-solving skills. I am also passionate about music production and have created and uploaded original tracks to streaming platforms. Outside of work, I prefer a focused lifestyle, spending most of my time at home and going out only for important or work-related matters.

Languages

- English
- Tagalog

Additional Information

I am open to relocation and comfortable working flexible schedules, including night shifts, and I can also adapt well to remote work with a reliable internet connection. I am both independent and team-oriented, willing to learn, and quick to adapt to new challenges. With a technical mindset supported by creative skills, I aim to continue developing my abilities while contributing positively to the team and organization.

A handwritten signature in black ink, appearing to read 'Francis Bibat Geromo', with a stylized flourish at the end.

FRANCIS ALBERT BIBAT GEROMO