

HARVY D. OCAMPO
Address: 049 Sulsugin Alfonso, Cavite
Email Address: harvyocampo2112@gmail.com
Mobile No: 0935-808-6312



OBJECTIVE

To seek employment and obtain a challenging position in prestigious company that provides quality and excellent service.

EDUCATIONAL ATTAINMENT

TERTIARY	Cavite State University – Main Indang, Cavite Bachelor of Science in Information Technology	2016 – 2020
SECONDARY	Lucsuhin National High School Alfonso, Cavite	2010 – 2014
PRIMARY	Agnus Dei Learning School Alfonso, Cavite	2007 – 2010

WORK AND TRAINING ATTENDED

Creative Developer September 26,2022 - present
Wide-Out Workforces Inc.
15th Floor, Pacific Star Bldg. Sen. Gil Puyat Ave., Makati, Philippines 1200

**Customer Service Representative/
Quality Assurance Staff** April 1,2022 - September 25,2022
D&Z Ventures Corporation in partnership with PH Global Jet Express
051A Japan Surplus Quina Bldg. Kaybagal North Tagaytay City Cavite

Duties and Responsibilities:

-QA-Do all monitorings of parcel's movement and make sure all parcel's are being delivered to each customer, If parcel was returned we are checking if the courier performed proper attachment of problematic type/reason and photo proof for the failed delivery attempt.

-QA- Attends meetings and training from our HQ and training supervisors for new SOP's then train all QA's within our warehouse with the new SOP's as well as all the couriers.

-QA- Performs pre-shift meeting daily before disptaching all couriers to brief them regarding the companies SOP proper attachments of proofs, handling of parcel, communication with the customer's to avoid customer complaints and provide quality services.

-CSR- Monitors work tickets where all customer complaints received by our Customer Service Department are being registered. Once registered it will reflect on my work ticket tab then I will assist the complainant and resolve his/her complaint.

**Customer Service Representative/
Quality Assurance Staff
Courier/Sprinter**

September 1,2021

February 21,2021

PH Global Jet Express. (J&T Express) SWL Region
Trapiche Road Barangay Trapiche 1 Tanauan City Batangas

Duties and Responsibilities:

-QA-Do all monitorings of parcel's movement and make sure all parcel's are being delivered to each customer, If parcel was returned we are checking if the courier performed proper attachment of problematic type/reason and photo proof for the failed delivery attempt.

-QA- Performs pre-shift meeting daily before disptaching all couriers to brief them regarding the companies SOP proper attachments of proofs, handling of parcel, communication with the customer's to avoid customer complaints and provide quality services.

-QA- Attends meetings and training from our HQ and training supervisors for new SOP's then train all QA's within our warehouse with the new SOP's as well as all the couriers.

-CSR- Monitors work tickets where all customer complaints received by our Customer Service Department are being registered. Once registered it will reflect on my work ticket tab then I will assist the complainant and resolve his/her complaint.

On-the-Job Training
Office of the Vice President of Planning Division
Cavite State University – Main Campus

July 29, 2019

SPECIAL SKILLS

Computer Literate (MS Word, MS PowerPoint, MS Excel, Adobe Photoshop, Adobe After Effects, Adobe Premier Pro.)

Knowledgeable in (JAVA development, Android App Development, WebApp Development)

Graphic Design

Web Development (HTML, CSS, JS)

PERSONAL BACKGROUND

Age : 25 years old.
Birth date : September 26, 1997
Birthplace : Mandaluyong
Height : 156 cm
Weight : 54 kg
Gender : Male
Civil Status : Single
Nationality : Filipino
Religion : Roman Catholic

CHARACTER REFERENCES

Sarina Anne Jose

Regional Quality Assurance Staff
PH Global Jet Express
09354390267

Wendy Anacan

Regional Customer Care Supervisor
PH Global Jet Express
09495935648

Christian Gonzales

Supervisor 1 Alfonso Warehouse
D&Z Ventures Corporation
09238536703

Lorenz Hermoso

Supervisor 2 Alfonso Warehouse
D&Z Ventures Corporation
09560036797

Ryan Norcio

Area Manager
D&Z Ventures Corporation
09081804184

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

HARVY D. OCAMPO
Applicant