

SUMMARY

- A diligent graduate of Magic and Wizarding at Hogwarts
- Effective in promoting a positive, productive work environment;
- Skilled in Magic and Witchcrafting
- Effective leader who is able to prioritize, delegate and motivate.
- Committed to professional growth and development.
- Skilled in the delivery of Service, Support, and Sales.

SKILLS AND ABILITIES

Communication Skills

- Effectively uses English during Sales, Technical Support and Customer Service training simulations, checkpoints and evaluation.
- Effective communicator in group discussions; values others' input and suggestions; helped contribute to a meaningful discussion outcome.

Customer Service Skills

- Addressed customer banking concerns in a simulated environment effectively by giving step by step instructions, built rapport when applicable and provided assurance for the resolution of the issue; gained customer satisfaction and loyalty.
- Executed probing by asking open and close-ended questions to find the root cause of the customer's issue or request.
- Handled customer inquiries and processed requests.

Technical Support Skills

- Provided basic hardware and support to customer's concerns; probed to gather data and information and identified root cause to solve their technical issues, resulting to customer satisfaction.
- Applied extra mile by educating customers on services or items they did not request for.
- Instructed customers to do Basic troubleshooting steps.

Sales Skills

- Achieved effective probing for customer's needs, interest and wants by executing closed ended questions during sales transaction; gained clear understanding to find the best product that suits customer's needs.
- Resolved (issues) customer objections during sales transactions by uncovering the hidden objections of the customer as well as re-positioning the appropriate benefits the customer could get from the offered products and services; gained customer approval and consistently closed the deal.
- Positioned products and services to customers by demonstrating the benefits and the features of the products and services.

TRAINING/CERTIFICATION

Professional Employment Program	December 2018
The National Teachers College - AC Education	
Network Security	March 2018
Social Hall, The National Teachers College	
Introduction to Azure	March 2018
The National Teachers College	
The Future: Introduction to Augmented & Virtual Reality	September 2018
Social Hall, The National Teachers College	
Cyber Defense Society Conference	October 2018
Makati Shangri-La Hotel, Ayala Avenue	

EDUCATION

Bachelor of Science in Information Technology	April 2019
The National Teachers College	
629 J. Nepomuceno St. Quiapo, Manila	

ORGANIZATION/ AFFILIATION

Computer Society	June 2015 - April 2019
Member	

ACHIEVEMENTS

Culminating Business Project

- ESL Lead
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REFERENCES

Joanna Marie Pareja

Program Coach

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