



Cuenza, Kent Edmark D.

JUNIOR IT TECHNICIAN

Contact



+63 963-524-2249



kentedmarkcuenza@gmail.com



linkedin.com/in/kent-edmarkcuenza-34467323b



Anilao, Lipa City, Batangas 4217

Language



English



Tagalog

Skills Summary

Communication Skills



Salesforce CRM



Computer Literacy



MS Office



Programming Languages:

Python



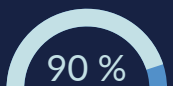
SQL



Java



Expertise



90 %

Customer Service



75%

Programming



75%

Troubleshooting

About Me

Aspiring IT enthusiast with experience as a professional customer service representative with tested prowess in communication and technical skills related to the BPO industry

Experience

Customer Service Representative - ResultsCX

09/2020 - 12/2021

- Personally handled an average of 50+ calls a day.
- Documented using **Salesforce** and performed necessary actions using various tools, all while conforming to the company policies.
- Answered inquiries regarding products, promotions, **technical troubleshooting** and services offered.

Service Crew - McDonalds

01/2020 - 08/2020

- Worked and persisted in a fast-paced environment, keeping professional customer service attitude and performing well under constant pressure.
- Performed in various posts such as the lobby, beverages, POS, etc.

Education

Batangas State University - Lipa City

2022 - Current

Bachelor of Science in Information Technology

Courses

First Year GWA 1.57

- Computer Programming, Data Structures and Algorithms, Computer Networking, Database Management System, Object-Oriented Programming, etc.

Lipa City Colleges - Silvercrest

2018 - 2020

STEM Strand

- Graduated with Honors