



# Cuenza, Kent Edmark D.

## JUNIOR IT TECHNICIAN

### Contact



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Anilao, Lipa City, Batangas 4217

### Language



English



Tagalog

### Skills Summary

Communication Skills



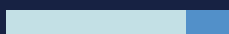
Salesforce CRM



Computer Literacy



MS Office



Programming Languages:

Python



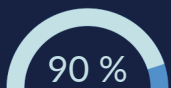
SQL



Java

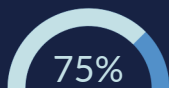


### Expertise



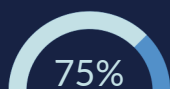
90 %

Customer Service



75%

Programming



75%

Troubleshooting

### About Me

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

### Experience

#### Technical Support Representative - TTEC

06/2024 - Current

- Helping company users troubleshoot basic to advanced IT-related issues
- Maintaining up to date knowledge on current issues in the IT-industry

#### Customer Service Representative - ResultsCX

09/2020 - 12/2021

- Personally handled an average of 50+ calls a day. Experience in using **Salesforce**
- 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
- 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