



SERAFIN,

MARK JAY P.

To apply for a work in a friendly and humane organization where my skills and knowledge can be utilized to the fullest. A job that will highlight both of my core and soft skills that will not only help the company but my personal growth as well. Hoping that I can learn and enrich my existing knowledge and skills to further specialize my potential work opportunities.

CONTACT ME

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CORE SKILLS

- Computer Literate (Microsoft word, PowerPoint, excel)
- Basic Troubleshooting
- Computer Programming (php, java, JavaScript)
- Basic knowledge about C, C++, C# programming language
- Marketing
- Digital Arts
- Brand Digital Marketing

SOFT SKILLS

- Good communication skill
- Hardworking, industrious, and eager to learn
- Leadership

LANGUAGE

- Tagalog
- English

EDUCATION

Quezon City University, 2019-2023

Bachelor of Science in Information Technology
(College)

- College of Computer Studies
- Graduated with Latin Honor (**Cum Laude**)
- GWA: 1.52
- Graduated as Scholar of QCYDO

Mary the Queen College of Quezon City, Inc., 2017-2019

Information and Communication Technology
(Senior High School)

- Graduated with Honor
- Outstanding Performance in Language (Silver)
- Outstanding Performance in Communication (Gold)
- Outstanding Performance in Social Science (Silver)
- Outstanding Performance in Physical Education and Health (Silver)

Judge Feliciano Belmonte Sr. High School, 2013-2017

Junior High School

PRIMARY EDUCATION

Old Balara Elementary School, 2006-2013

- Graduated with Leadership Award

WORK EXPERIENCE

★ Business Development Specialist

October 2023 - Present

MD Channel

- Work as Business Development Specialist
- Finding ways to promote brands
- Communicating with brand regarding approval, requirements, guidelines etc.
- Looking for affiliates to promote the brand we're handling
- Organizing, planning, and attending events as a sponsor for brand/s.
- Market the brands during the said events.

★ Customer Experience Agent

June 2022 - January 2023

Alorica Teleservices Inc.

- Work as a Customer Experience Agent
- Line of Business is Magenta Telesales
- Handled one of the largest US based Telecommunication account (T-Mobile) as a Sales Representative/Expert
- Provides customer support in placing orders, adding of line/s, and account creation

★ IT Support (Internship)

September 2022 - March 2023

Tech Mahindra LTD.

- Does On the Job Training
- IT Support supervised by IT TIM Engineers Senior
- Provides Troubleshooting/Issues Solving in production floor
- Does reimage, installation of basic applications, machine clean up, machine replacements, updation of McAfee security, and compliance
- Carry out IT Asset and Machine Inventory

TRAINING ATTENDED/CERTIFICATIONS

★ Computer System Servicing NCII

October 26, 2018

- Awarded at Mary the Queen College of Quezon City, Inc.
- Installing and configuring computer system
- Preparing lan cables
- Setting up a computer system
- Setting up a server computer
- Connecting and remoting of server and workstation
- Assembling and Disassembling of machine

TRAINING ATTENDED/CERTIFICATIONS

★ Fundamentals of Networking

November 09, 2022

- Awarded at Tech Mahindra LTD.
- Setting up the compliant machine
- Installation of basic applications
- Setting up lan cables
- Sharing of files from one machine to another

SCHOLARSHIP GRANTS

★ Saint Benedict Parish Scholarship Program

2014 - 2023

- Scholar from 8th grade to 4th year college
- Does Public Speaking
- Part of Youth Organization
- Involves in many leadership training
- Part of Scholarship Officer. 2 years as a PRO and 1 year as a secretary
- Organized some events and outreach programs like Golf Tournament and Cleaning of the Las Piñas – Parañaque Critical Habitat and Ecotourism Area (LPPCHEA) in southwest portion of Metro Manila and Manila Bay

★ QCYDO Scholarship Program

2019-2023

- Scholar from 1st year up to 4th year of college
- The Quezon City Youth Development Office (QCYDO) develops and implements services and programs that are sensitive to the needs and issues of the young people in the city

★ UNIFAST

2021-2023

- Scholar from 3rd year up to 4th year of college

REFERENCES

Prof. Norilyn C. Sindanum, MAIE

Assistant Professor I
Quezon City University
09162219562

Kenneth C. Diolata

Support Specialist
ISTA Personnel Solutions
09284740250

Clarissa M. Romero, LPT

Teacher I
Holy Spirit National High School
09164398200