

# NELSON B. SERBITO

📍 Caypombo, Santa Maria Bulacan  
☎ 09488619846  
✉ Serbitonelsonbello@gmail.com



---

## CAREER OVERVIEW

Former customer service representative with a passion for technology seeking to transition into the IT industry. I possess excellent communication, problem-solving, and time-management skills. I am highly motivated to learn and grow in the IT industry and have taken steps to develop my technical knowledge, such as completing online courses and obtaining certifications. Overall, I am a dedicated, hardworking individual who is committed to making a positive contribution to any organization.

---

## EDUCATION

Bachelor of Science in  
Information Systems  
Immaculate Conception-I College of  
arts and Technology | 2019

## SKILLS

- C# ASP.NET
- Database Management
- HTML and CSS
- SQL
- Knowledgeable in Microsoft Office
- Verbal and written communication skills
- Machine operation

## REFERENCE

### Jeffrey Ilagan

Cloud Systems Engineer | WTECH  
Solutions  
0977-284-5323

## EXPERIENCE

### Machine Operator(Ice Plant).

The Ice factory Inc. | April 2022 - Jan. 2023

- Operating and maintaining the ice plant machinery.
- Monitoring the production process.
- Adjusting the equipment as necessary to ensure optimal performance.
- Conducting regular checks on the machinery.
- Inspecting the machine components
- Ensuring that the ice produced meets quality standards.

### Customer Service Representative

HGS Pasig | November 2019 - January 2022

- Handling customers healthcare insurance
  - Provide customers insurance benefits
  - Ensure information is accurate and valid by checking and updating records
  - Plan and schedule appointments
  - Assisting customers on their concerns
-