**PAOLO JOHN REYES IDULSA**  
[ Blk 10 Lot 1 Joy St. SGR Village Catalunan Grande, Davao City, 8000] [09063879187] [i.pj92@tutanota.com] [Civil Status: Single]

**Objective**– Aspiring to obtain any position in a dynamic environment, to handle project-based works for the corporation, respond to simple queries and fulfill tasks given to me, and improving my role as I enhance my expertise through constant learning. I am eager to learn new things that could benefit not for myself but for the welfare of your company.

■ Key Skills and Qualifications

* Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.
* Zendesk email
* Salesforce CRM
* Django web development 1-2 years of experience
* MS SSMS with Azure Data Studio
* Graphic Design using Photoshop and Figma 1-2 years of experience

Work Experience in a company

Computer technician ( Jhern Pisonet Computer repair shop Aug. 2015- Sept. 2017)

Sutherland Global Services ( Billing and Sales Specialist. Dec. 2021- Dec. 2022)

OfficePartners360 – 8 months ( Back Office Specialist with Zendesk email experience. Mar. 1 – Nov. 15, 2023)

Educational Background

Elementary – San Roque Central Elementary School (Obrero Davao City) SY: 1999-2004

Secondary – Davao City National High School (F.Torres St. Davao City) SY: 2004-2008

Tertiary – University of Southeastern Philippines (Obrero Davao Campus

SY: 2008-2013 / 3rd year Undergraduate of Bachelor of Science in Information Technology )

Vocational – Computer Systems Servicing NCII holder - 2015 (Jose Maria College)