**PAOLO JOHN REYES IDULSA**  
[ Address: Blk 10 Lot 1, Joy St. SGR Village Catalunan Grande, Davao City, 8000]

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[Civil Status: Single] [Birthday: August 06, 1992]

**Objective**– Aspiring to obtain any position in a dynamic environment, respond to queries, fulfill tasks given to me, and improving my role as I enhance my customer service abilities and acquire knowledge about different services.

■ Key Skills and Qualifications

* Customer service-oriented skills – Ability to deal with customers and excellent in interpersonal-communication skills.
* Sales skills – Ability to offer features and best values with customers, building their trust to close sales.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Computer literate.
* Reliable.
* WPM: 55

Work Experience

* Sutherland Global Services December 2017 – February 2018 (Billing & Sales)
* Jhern Pisonet and Laptop services (Technician) April 2018 – Oct 2021
* Sutherland Global Services December 21, 2021-December 22, 2022 (Billing & Sales)
* OfficePartners360 March 1, 2023 – August 31st 2023 ( Back Office / Customer Service)

Educational Background

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

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

Tertiary – University of Southeastern Philippines (Obrero Campus

SY: 2008-2013 / 3rd year Undergraduate)

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