

NECOH SHEM I. DELA CRUZ

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Sta. Ana Manila

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OBJECTIVE

To secure a position with a well-established organization with a stable environment that will lead to a lasting professional relationship. This position will enable me to utilize my skills and knowledge efficiently for organizational growth. My tenacity, dedication, necessity to succeed, work ethic, and ability to work well with people will give me the ability to excel.

EXPERIENCE

Cable Technician / IT

Jan 2020-Apr 2023

Kalibo Cable Television Inc.
Kalibo, Aklan

- Implement FOC and other network cable activities such as pulling, new cable laying and relocation of affected connectivity.
- Conduct FOC and other network cable installation, corrective and preventive maintenance.
- Locate Aerial FOC and copper cable faults for repair and restoration.
- Running, pulling, and routing CAT5e CAT6, CAT6a, and fiber optic cables.
- Assist Network engineer in FOC network isolation and restoration.
- OSP power hand tools has extensive experience with climbing gear, aerial lift, Tensioners and puller in-depth knowledge of safety regulations and guidelines.
- Adding IP address, Static IP address MAC address in DHCP server and Optical line terminal.
- Improving Wi-Fi security and upgrading the firmware.
- Monitoring noise signal and data traffic.
- Troubleshoot pc, printers and scanners.
- Understanding TCP/IP, DHCP, DNS, VLANs, and subnetting.
- Troubleshoot short low voltage in coaxial cable.
- Troubleshoot Wi-fi and wired network issues.

Collection Specialist

June 2023-January 2024

McGrath & Arthur Philippines
Ortigas, Pasig City

- Calling and reminding due payments to the clients.
- Monitor the firm's accounts receivable and identify overdue accounts.
- Taking notes important responses from clients.
- Negotiating or encouraging clients to pay on time.
- Maintain records of contacts and attempted contacts with delinquent accounts customers as well as records of any payments collected from the customer.
- Resolve customer issues and complaints concerning billing.
- Submit regular reports on the status of unpaid accounts and any repayment progress.

Corporate Sales Staff**Present 2025**

Rustan Commercial Corporation
Ayala Avenue, Makati City

- Collect return product from corporate clients.
- Deliver purchased items to corporate accounts.
- Investigate historical data for each debt or bill.
- Monitor accounts to identify outstanding debts.
- Find and contact client to ask about their overdue payments.
- Take actions to encourage timely debt payments.
- Prepare monthly report on return, collection of products and payments to corporate Sale manager.
- Adhere to the policies and procedures of the Store Operations Division.

EDUCATION

Bachelor of Science in Information Technology
2019 Garcia College of Technology
Kalibo, Aklan

June 2014-April**SKILLS**

- Repair & replace equipment
- Cabling Layouts
- Customer Service
- Hardware Troubleshooting
- Ability to work under pressure
- Problem solving & Critical thinking
- Operation Monitoring
- Operation and Control
- Teamwork & Collaboration
- Multitasking
- Software Installation
- Device Configuration
- Time and Conflict Management
- Programming
- Driving
- Computer Skills
 - Microsoft Office Word
 - Microsoft Office Excel
 - Microsoft Office Power Point
 - Gimp
 - HTML CSS & JavaScript

REFERENCES

- **MR. EDWARD BRIONES**
Assistant Operations Manager
Kalibo Cable Television Incorporation(Main, Office)
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Contact No: +639304727154
- **MR. MHAR ILIJAY**
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- **JOHN ELSWORTH ZABAY**
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