



**NECOH SHEM I. DELA CRUZ**

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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.

## **EDUCATION**

Bachelor of Science in Information Technology Garcia College of Technology	June 2014-April 2019
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## **EXPERIENCE**

<b>Cable Technician / IT</b> Kalibo Cable Television Inc. Kalibo, Aklan	Jan 2020-Apr 2023
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- Implement FOC and other network cable activities such as pulling, new cable laying and relocation of affected connectivity due to ongoing road project in all tollway facilities.
- Conduct FOC and other network cable installation, corrective and preventive maintenance.
- Locate underground FOC and copper cable faults for repair and restoration.
- Perform concrete chipping for FOC and conduit installation and insertion and can perform concreting restoration.
- Assist Network engineer in FOC network isolation and restoration.
- Conduct field work/ outdoors in various types of weather.
- Skilled in OSP cable construction and familiar with OSP materials
- Skilled in using OSP power hand tools has extensive experience with climbing gear, aerial lift, Tensioners and puller in-depth knowledge of safety regulations and guidelines.
- Skilled in operating OTDR, fusion machine and other telecom tools and equipment.
- Able to interpret and implement splicing details.
- Highly reliable, flexible and dependable resourceful, team player with good working attitude.
- Adding IP address, Static IP address MAC address in DHCP server and OLT.
- Improving Wi-Fi security and upgrading the firmware.
- Monitoring noise signal and data traffic.
- Troubleshoot pc, printers and scanners.
- Creating Bandwidth in TFTP and Mikrotik.
- Troubleshoot short low voltage in coaxial cable.

- Providing technical support to both internal staff and external customers.
- Troubleshooting and resolving issues related to hardware, software, and network connectivity.

### **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

Rustans Commercial Corporation

Ayala Avenue, Makati City

- Building and maintaining long-term relationships with clients.
- Understanding client needs and providing tailored solutions.
- Working closely with marketing, product development, and customer service teams.
- Checking the item before delivery.

## **SKILLS**

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|-----------------------------------|--------------------------------|
| • Repair & replace equipment      | • Device Configuration         |
| • Cabling Layouts                 | • Time and Conflict Management |
| • Customer Service                | • Documenting Activities       |
| • Hardware Troubleshooting Skills | • Driving                      |
| • Ability to work under pressure  | • Computer Skills              |
| • Problem Solving                 | ○ Microsoft Office Word        |
| • Operation Monitoring            | ○ Microsoft Office Excel       |
| • Operation and Control           | ○ Microsoft Office Power Point |
| • Active Listening                | ○ Gimp                         |
| • Multitasking                    | ○ HTML CSS & JavaScript        |
| • Software Installation           |                                |

## REFERENCES

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- **MR. EDWARD BRIONES**  
Assistant Operations Manager  
Kalibo Cable Television Incorporation  
edward\_briones@gmail.com
- **MR. MHAR ILIJAY**  
Head/Officer-in-Charge (Ibajay Branch)  
Kalibo Cable Television Incorporation  
mharElijay@gmail.com
- **JOHN ELSWORTH ZABAY**  
Supervisor for Broadband Associates (Ibajay, Branch)  
Kalibo Cable Television Incorporation  
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