

ISAIAH GENRE M. TALENS



CONTACT

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📍 37-17, Brgy. Tabun, Angeles, Pampanga

🌐 <https://talenss.github.io/WDFOLIO-last-/>

EDUCATION

Holy Angel University

2022-2025

BS in Information Technology,
Specialization in Web Development

AWARDS & CERTIFICATIONS

- Responsive Web Design
- Legacy JavaScript Algorithms and Data Structures
- Work with Components in Figma

SKILLS

- Virtual Assistance & Administrative Support
- Communication & Client Service
- Productivity & Collaboration Tools
- Web & Content Management
- Time Management & Organization
- Technical Adaptability
- Problem Solving & Initiative

PROFILE

Detail-oriented and tech-savvy with a background in IT and hands-on experience in administrative support, customer service, and digital tools. Demonstrated ability to manage emails, handle scheduling, perform data entry, and assist with website and content management. Strong communication, time management, and multitasking skills honed through previous roles as a service crew member, barista, and BPO agent. Adaptable and reliable, with a proactive mindset and commitment to excellence in remote support environments.

WORK EXPERIENCE

BPO CUSTOMER SERVICE AGENT

TaskUs – Clark, Pampanga

May 2025 – June 2025

- Handled customer inquiries through chat and voice in a fast-paced environment
- Delivered technical and account support while ensuring customer satisfaction
- Resolved client issues efficiently while maintaining professionalism
- Navigated multiple tools and systems to assist customers effectively

BARISTA

Nav's Coffee Hideout – Angeles City

June 2023 – September 2023

- Provided excellent customer service and maintained high product quality
- Managed daily store operations including inventory and cleanliness
- Handled order tracking and coordinated with team members for timely service
- Ensured a welcoming atmosphere for customers

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WORK EXPERIENCE

SERVICE CREW

Shakey's - Angeles City

December 2022 - January 2023

- Assisted customers with orders and dining experience
- Maintained cleanliness and efficiency during peak business hours
- Supported kitchen and front-of-house teams to ensure smooth service

CLERK

7-Eleven - Angeles City

November 2022 - December 2022

- Operated point-of-sale system and processed transactions accurately
- Replenished stock and maintained organized displays
- Assisted with inventory control and customer inquiries

ADDITIONAL INFORMATION

- I am currently the primary guardian of my household, responsible for ensuring the safety and well-being of my mother. Due to recent security concerns in our neighborhood, including incidents of burglary, I made the difficult decision to leave my previous role to prioritize my family's safety. I am now seeking remote or flexible opportunities that allow me to fulfill both my professional responsibilities and family obligations.