**Aaron John B. Sayoc**

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I would like to contribute to your organization, leveraging my ability to resolving simple and complex inquiries of the customer on a first contact resolution basis. With my passion for learning, I will be able to take part in empowering your team with my newly found technical expertise and delivering a customer-driven experience.

**AREAS OF EXPERTISE**

**Hard Skills**

* Web Development
* Microsoft Office

**Soft Skills**

* Team player
* Problem solving

**WORK EXPERIENCE**

**Endsofttech Web Solutions**                  **Las Pinas, PH**

***Web Developer Intern*  *2017 Sept-2017 Nov***

* Developed & designed websites based on the requirements of the clients using WordPress.
* Installed the necessary plugins and other technical setups to make the websites more functional.
* Did some off-page SEO for those websites.

**HSBC**                   **Alabang, PH**

***Operations Associate* (Voice) *2019 July-2019 Oct***

* Account maintenance such as updating personal details, address, setting up branch appointments, ordering or replacing debit cards, checking balances & transactions, and removing inhibit markers on the account.
* Creating, amending, or reversing bill payments, standing orders, or direct debits on behalf of the customer.
* Encouraging customers to self-serve using online banking and mobile app through the digital first initiative.
* Addressing general queries, feedback and complaints of customers to increase customer satisfaction and loyalty.
* Resolving online banking and mobile app issues that the customer may face.

**Concentrix**                   **Makati, PH**

***Customer Care Officer* (Chat/Voice) *2020 Jan-present***

* Assigned to a Singaporean telco account as a customer care officer in the postpaid mobile department.
* Answered general enquiries from customers with services or products.
* Provided basic troubleshooting for any data, roaming, or device issues.
* Addressed any account related specifics such as payment, billing, orders, app and website issues.
* Created, assigned, and/or dispatched cases to the relevant department for issues out of scope.

**DribbleUp**                    **US, NY**

***Customer Service (Chat/Email)* *2019 Oct-present***

* Answering DribbleUp related queries through chat and email support on Intercom.
* Sending basic troubleshooting if the customer is having any issues with the app or the product.
* Recommending the best DribbleUp product to buy based on the customer's needs and preferences.
* Helping customers track their orders and processing a replacement as needed for any delayed orders.
* Processing returns and exchanges for customers in accordance to the return/exchange/warranty policy.

**AWARDS & CERTIFICATES**

**CHRISTIAN CHARACTER AWARD** |Shekinah Christian Training Center, Las Piñas, PH

**CERTIFICATE OF COMPLETION** |Tuitt Coding Bootcamp, Makati, PH

**EDUCATION**

**480 HOURS WEB DEVELOPMENT COURSE** |Tuitt Coding Bootcamp, Makati, PH

**BACHELOR OF SCIENCE IN COMPUTING** |Southville International School Affiliated with Foreign Universities (SISFU), Las Piñas, PH | Arden University, UK

**HIGH SCHOOL DIPLOMA** | Shekinah Christian Training Center, Las Piñas, PH

**ABOUT ME**

Close friends would probably describe me as introverted and quiet, but a chill person once I got along with them. Growing up, my childhood mainly consisted of spending time in front of my computer. This eventually led to my interest in technology and my love for video games as well.