

Adrian Gacayan

Mandaluyong, Metro Manila, Philippines

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WORK EXPERIENCES

Order Management, Specialist 1 for Emerson Philippines

I am currently a full-time employee here since 2014 as an orders/project manager for the company's business unit - Rosemount Analytical and Detection.

Key Achievements:

- ★ Worked on an MS Excel productivity tool to help order admins manage their Service Levels.
 - ★ Associate of the Quarter Q4 FY2016 and Associate of the Year FY2016.
 - ★ Promoted to Specialist 1, garnered various awards and recognitions.

Awards Specialist / Fulfillment Coordinator for Aimia Australia

From 2010 to 2012, I have worked as a customer service specialist for the company's Rewards and Loyalty management service. I was then promoted, 12 months after being hired, to work in the Purchasing/Client Services department as an assistant buyer/expeditor.

Key Achievements:

- ★ 2nd-Level support and training for new hires.
- ★ Received an ONYA Award for being "Nimble" in my work.

Technical Support Representative for 1&1 Internet Philippines

From 2007 to 2008, I was employed as a helpdesk technician for the company's Domain Name registration and Web hosting services. This is where I fell in love with web development/design and coding.

Key Achievements:

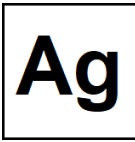
- ★ Multiple awards for best agent in terms of quality customer service.
- ★ Awarded best agent-in-training for my technical/logical skills.

Mailroom Associate for Xlibris Philippines

From 2004- 2006, I did my first work after completing my college degree in the mailroom of a US-based print-on-demand publishing company.

Key Achievements:

- ★ I helped to initially set-up and organize hundreds of documents/manuscripts during the company's transition to transfer production in the Philippines.



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EDUCATION and CERTIFICATIONS

- ★ in 2018, I completed an extensive **Coding Bootcamp** for 6 months at Tuitt, Inc. in Quezon City, Philippines.
 - **HTML, CSS, JavaScript** and **jquery**.
 - **PHP** and **Laravel**.

- ★ In 2010, I completed my **Advanced Diploma of Accounting** for 2 years at TAFE Granville in Sydney, Australia.
 - **Accountancy** and **bookkeeping**.

- ★ In 2004, I completed my **Bachelor's Degree in Business Administration** for 4 years at the University of San Carlos in Cebu, Philippines.