

# **Janine Maika D. Alderete**

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## **CAREER OBJECTIVE**

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To work with a company which give me an opportunity to show my best skill which I can enhance my knowledge and personal growth.

## **EDUCATION**

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<b>Polytechnic University of the Philippines - Parañaque Campus</b> Tertiary - 1 <sup>st</sup> Year College • Bachelor of Science in Computer Engineering	<b>Sto. Niño, Parañaque City</b> (2023-Present)
<b>Our Lady of Fatima University - Pampanga Campus</b> HUMSS Strand (Senior High School) • With Honors	<b>San Fernando, Pampanga</b> (2019-2021)
<b>Sindalan National High School</b> Secondary (Junior High School) • With Honors • Feature Writer Journalist	<b>San Fernando, Pampanga</b> (2014 - 2019)
<b>Saguen Integrated School</b> Primary (Elementary)	<b>San Fernando, Pampanga</b> (2014 - 2019)

## **WORK EXPERIENCE**

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<b>Universal Access and Systems Solutions</b> Technical Support Representative	<b>Clark Freeport, Mabalacat, Pampanga</b> (Oct. 2021 – Jan. 2023)
• Passed all the assessment exams and mock call trainings for one (1) month to be fit for the technical support representative position <i>and assisted multiple concerns that helped the company boost productivity</i> • Executed all the workout knowledge and skills to meet the standard quality assurance score and to resolve every ticket concern within the standard time. Handling inbound calls for four (4) months and email concerns for one (1) year helped me to acquaint with the applicable process per issue raised. • Hired as a technical support representative in the BPO industry for over a year provided me with great experience. Having my first regular employment in this field exposed me to different work aspects that taught me a lot both inside and outside the organization. As a result of my performance, I've been designated as a point of contact for both hybrid concerns in our team. I ensure that all new team members are aware of the updating procedure. My high-quality output really assists the company in increasing its productivity rate. • Recognized as one of the team's top contributors and best representative which accelerated my performance. • Shaped with my experiences, I was able to fulfill my goals and to developed my personal growth, which will make a significant contribution to the firm with my consistent high-quality work.	

## **LEADERSHIP EXPERIENCE**

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**Universal Access and Systems Solutions**  
Point of Contact

**Clark Freeport, Mabalacat, Pampanga**  
(2022-2023)

- Tenured for six (6) months to assist my coworkers who require support in addressing concerns.
- Organized a solution with specific concerns that are beyond the scope of the procedure.
- Managed several accounts and advised clients on account status and billing.
- Supervised ticket of concerns to oversee the works of my workmates to ensure the quality of the service given.

**Sindalan National High School**  
Head of Feature Writer Journalist

**San Fernando, Pampanga**  
(2018-2019)

- Oversaw my team's work to ensure that the rules were followed when writing articles.
- Redesigned some tactics on how to make the article more appealing.
- Organized different informative articles for the school newspaper.

## **SKILLS**

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### **Skills:**

- Trained with Microsoft Office software such as MS Word, Excel, and PowerPoint, which are necessary to master.
- Skilled with digital drafting tools such as Canva, Adobe Photoshop, and other software-related applications.
- Competent, dedicated, responsible, and determined to undergo training related to work.
- Proficient in programming languages such as HTML and Java.
- Capable of multitasking.