# CHRISTIAN A. CUADERO

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## WORK EXPERIENCE

**Data Researcher - Investor Research, With. Intelligence (Eurekahedge)**           May 2021 - Present

- I was assigned to research financial data about private pensions, public pensions, endowments, foundations, and other types of institutional investors. Gathered relevant information needed to update the investor profiles, such as emails, phone numbers, LinkedIn profiles, and financial data. This information was obtained from investor websites, Google, and other financial documents. Used tools like Hunter.io and LinkedIn Sales Navigator to find email addresses and LinkedIn profiles. Utilized a CRM database to maintain an investor database, ensuring the accuracy of information for various types of institutional investors.

**Customer Service Representative, Accenture**           May 2020 - May 2021

- Answering incoming calls and provide brilliant customer service in response to a wide range of customer queries and to achieve first time resolution.

**Technical Support Agent, Concentrix**           Aug 2017 - March 2020

- Perform troubleshooting steps when customer is experiencing technical issues on software.
- Developing and maintaining accurate files.
- QuickBooks specialist (payroll, invoicing, billing, and bank reconciliation).

**Customer Service Representative, The Results Companies**           Jan 2017 - Aug 2017

- Communicate with customers over the phone and resolve any customer issues while providing an exceptional customer experience.
- Receive/place calls with new and existing customers to renew or sell additional services or products.

**Part-Time Market Researcher, Survey Sampling International**           Jun 2016 - Dec 2016

- Conduct outbound market research interviews over the phone.
- Required to read scripts, follow questions on screen, and must be able to accurately capture and input respondent responses.

## EDUCATION

**Post-Baccalaureate Diploma in Computing**           Aug 2022 - June 2023

Cebu Institute of Technology

- Gained fundamental knowledge of programming languages such as Java, Django (a web framework), HTML, CSS, and SQL. Built a simple, undeployed website project called InteProve. This app aimed to integrate data and improve business processes. It was designed as a website focused on database management systems using Django, HTML, and CSS. Built a simple mobile application using Kodular (a mobile app development platform) and Firebase Realtime Database.

**Bachelor of Science in Aviation Electronics Technology**           Jun 2012 - Apr 2016

Philippine State College of Aeronautics

- Learned the proper use of basic tools and test equipment, study electronic theory, high-reliability soldering and wiring, and have hands-on training in the installation, troubleshooting, and repair of electronic and avionics systems.

## ADDITIONAL INFORMATION

- **Skills:** Customer Service, Data Entry and Research, Technical Support, Programming languages, Video Editing, Canva Design, GitHub, Microsoft Office Skills (MS Word, Excel, Powerpoint, Outlook).
- Logo Design Samples: ChanVentures
- Planning and Organizing: Singapore Trip and Bukidnon Trip
- Video Editing: InteProve
- Simple Website Project: InteProve
- GitHub and GitHub pages: GitHub Profile
- Responsive Web Design Certificate: FreeCodeCamp
- Figma: InteProve