

CHRISTIAN A. CUADERO

Address: Nasipit, Brgy. Talamban, Cebu City
Email: christiancuadero@gmail.com
Phone: +63 952 487 3899
LinkedIn: www.linkedin.com/in/christiancuadero
Portfolio: <https://dev-chanportfolio.vercel.app>

WORK EXPERIENCE

Data Researcher - Investor Research, With. Intelligence (Eurekahedge)

May 2021 - Present

- 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.
- Utilized a CRM database to maintain an investor database, ensuring the accuracy of information for various types of institutional investors.
- Used tools like Hunter.io and LinkedIn Sales Navigator to find email addresses and LinkedIn profiles.

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.
- QuickBooks specialist (payroll, invoicing, billing, and bank reconciliation).
- Developing and maintaining accurate files.

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

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

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.

SKILLS

- Customer Service
- Data Entry and Research
- Technical Support
- Video Editing
- Canva Design
- Microsoft Office Skills (MS Word, Excel, Powerpoint, Outlook).
- Basic knowledge in programming: HTML, CSS, Java, Python, Javascript, SQL.
- Planning and Organizing: [Singapore Trip](#) and [Bukidnon Trip](#)
- GitHub and GitHub pages: [GitHub Profile](#)
- Figma: [InteProve](#)