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### CRESENCIO G. CALAPE JR

**Address:** Brgy.Canduman, Mandaue City | Cebu PH

**Mobile No.:** +639081911002 | +639325454130

**E-mail add:** [chriscalape@gmail.com](mailto:chriscalape@gmail.com)

**OBJECTIVE:**  To be gain long-term employment with a company that puts value on people and the products they are promoting. I am honest and ethical. I am looking to call your company my family.

###### **EDUCATIONAL BACKGROUND:**

**College:** La Salle University, Ozamis City Misamis Occidental PH

**Course**: Bachelor of Science in Accounting Technology

**Level:** Graduated, 2017

**Secondary:** Clarin National High School, Misamis Occidental 2006-2011

**Primary:** Agutayan Hilongos, Leyte, 2000-2006

**WORK EXPERIENCES:**

**Call Center Agent – Inbound**

I-TECH Global Business Solutions, Inc Cebu City, Cebu

Cebu Pacific Air Account – Contact Center Services Department

October 2017 – June 2018

Job descriptions and responsibilities:

* Handles inbound/outbound customer service calls
* Answering queries about the product and services according to current guidelines and references
* Ensures customer satisfaction by following work instructions
* Dealing with customer feedback and concerns

**SOCIAL MEDIA REVIEWER – FACEBOOK**

Wipro Limited Business Ayala Park Cebu City, Cebu

Libra Account – Facebook

August 2018 – 2021

Job descriptions and responsibilities:

* content moderator/social media reviewer
* Reviewing Ads
* Demonstrate critical thinking and attention to detail to review content against existing policies
* Dealing with customer feedback and concerns

**ACHIEVEMENTS & CERTIFICATION:**

* The Ecommerce SEO MASTERCLASS 6-DAY PROGRAM Kherk Roldan
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* White Hat SEO Fundamentals Course by Angeline Licero
* Developed WordPress and Shopify Website and Graphic Designer Freelancer

**SKILLS, COMPETENCE & PROFICIENCIES:**

* Proven work experience as a WordPress developer
* Knowledge of front-end technologies including CSS3, JavaScript, HTML5, and jQuery.
* Ability to manage projects
* Shopify Developer
* Specialize in all facets of the ECommerce platform
* Specialize in frequent Testing and Debugging of websites for better performance.
* Develop an interactive and competent Online Shopify Store for driving Sales and Revenue
* Good communication skills.
* Graphic Designer | Create designs using illustration, photo editing, and layout software
* SEO Specialist | On-page and Off-page

**PERSONAL DATA:**

Date of Birth: September 17, 1991 Gender: Male

Place of Birth: Cebu City Civil Status: Single

Religion: Roman Catholic Nationality: Filipino

**Language/Dialect Spoken and Written:** Filipino & English / Fluent Tagalog & Visayan dialect

**CHARACTER REFERENCES:**

**Marie Cres Calape**

**HR| Novawood Forest INC.**

Contact (Mobile): +639465164484

**Franklin Emphasis**

Wipro Ltd, Quality Analyst,

Contact (Mobile): 09471553819

I hereby certify to the veracity of this resume to the best of my knowledge and belief.

**Cresencio G. Calape Jr**

Applicant