

**GLOVEN B. BAMBILLA**

68 General Tirona St. Brgy.145 Bagong Barrio Caloocan City

Contact Number: 09756116576

Gmail: Glovenbambilla@gmail.com

**OBJECTIVE:**

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I am looking for a suitable job that would best fit my qualification and develop further my knowledge and to utilize my skills for development and to work in a highly competitive environment to seek new situation, pursue adaptability, create exceptional value and share my experience , talent for continuous career improvement.

**EDUCATION:**

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**TERTIARY:**

2009-2017

**STI COLLEGE CALOOCAN**

Bachelor of Science in Information Technology

**SECONDARY:**

2006-2010

**BAGONG BARRIO NATIONAL HIGH SCHOOL**

High School Diploma

**WORKING EXPERIENCE**

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**Technical Support Representative**

**Convergys UP-Ayaland Technohub**

Quezon City

2017

**DUTIES & RESPONSIBILITIES**

- Deliver Accurate and Build Trust to the customer
- Provide Strong Acknowledgement, Empathy & Reassurance
- Troubleshoots Customer's Equipment
- Provide Documentation and Good Conformance
- Strong Comprehension on English Communication Skills
- Deliver the promise at ease in professional manner
- Give the customer satisfaction thru Excellent Performance
- Resolve Concern and Dispute on Customers End.

**SKILLS:**

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- Oriented in Microsoft Office applications such as:
  - Microsoft Excel
  - Microsoft PowerPoint
  - Microsoft Word
- Capable of editing videos/clips using Microsoft Movie Maker
- Capable of typing 55 words per minute
- Proficient in speaking Filipino and English language
- Capable of editing photos using Adobe Photoshop CS4 and higher
- Capable of using different Microsoft Windows applications
- Computer Assembly and Disassembly
- PC Troubleshooting
- PC Networking
- Web Programming (HTML5, Ajax, PHP)
- Proficient in MS Office Application

**REFERENCE:**

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**Mark Lionel Dela Vega**  
Customer Service Representative  
09164963833

**Janice Darby**  
Philippine National Police  
09167059330