

# EUGENE ESPERAS



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15 Kabesang Porong Punturin, Valenzuela City



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## Education

Bachelor of Science in Information Technology  
Tarlac State University, Tarlac City

June 2013 - 2017

Secondary:  
Capas High School, Dolores Capas, Tarlac

June 2007 - 2010

## Employment

IT Support

Feb 2018 - Jul 2022

Zantua's General Merchandising, Valenzuela City

- Troubleshooting/Maintenance of POS, Computers and Basic Network.
- Monitoring and deployment of equipment.
- Maintain the accuracy of product prices in a timely base.
- Managed yearly inventory
- Encoding receipt and EWTs (Extended Withholding Tax).

## Internships

Customer Service Representative

Feb 2017 - May 2017

Sutherland Global Services Inc., Tarlac City

Florist Transworld Delivery (FTD)

- Provides customer support and manages inquiry.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and make upsell.
- Handle 20+ customer interactions per day, giving detailed, friendly, and polite service to ensure customer retention and satisfaction.

## Certificates

Computer Hardware Servicing

National Certificate II Passer

Rotary Club of Dau

RI district 3790

## Personal details

Date of birth

May 5<sup>th</sup>, 1994

Civil Status

Single

## Technical skills

Microsoft Office



HTML/CSS



Hardware Troubleshooting



Network Troubleshooting



Point of Sale



Video Editing



## Languages

Tagalog/Filipino



English



## Hobbies

- Drawing/Sketching
- Movies/Anime
- Ornamental Planting
- Trading