

JERWIN MAGUYON



 09950843090

 maguyonj1@gmail.com

 342 ilaya Taykin St. Liliw, Laguna

PROFILE

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

SKILLS

- Knowledgeable in HTML & CSS.
- Software and Hardware installation
- Microsoft Office (MS Word, Excel, Powerpoint etc.)
- Ability to work independently or as part of the team
- Has good Human relation

EXPERIENCE

SITUATION PUBLISHING

Telemarketing Team Lead
2022 - Present

- Collaborates with Floor Manager to establish targets and to develop scripts for use by telemarketing team.
- Monitors and reviews phone calls to ensure quality service and compliance with applicable policies and best practices.
- Measures team performance; communicates targets, updates and incentives to team; and encourages and motivates telemarketers as they work toward reaching their targets.
- Prepares daily reports for the Floor Manager.
- Resolves customer complaints and grievances.
- Performs other related duties as assigned.

EDUCATION

Union College
Sta. Cruz, Laguna

2014-2018

Bachelor of Science in Information
Technoigy

ATTY. EVANGELISTA LAW OFFICE

Liaison Officer

2020-2022

- FILE, PROCESS, CLAIM, FOLLOW-UP, and RECEIVE any documents Before the Bureau of Internal Revenue (BIR RDO 055), Municipal and Provincial Office, Registry of Deeds and other government agencies.

Globe Telecom Inc.

Retail Specialist

2018-2020

- Assist customer with their queries and concerns
- Sell and offer products and services to walk-in customer
- Hit MTD/YTD targets
- Perform product demonstrations
- Probes customer need, and finds appropriate products and/or services, upselling, cross selling
- Practice timely and efficient customer delivery
- Comply to agreed shift schedules
- Sell SIM packs and call cards and turn-over remaining prepaid items to stocks custodian by end of day
- Cross-sell CORE products

TRAINING & COMPLETION

WEB Development Using HTML5 & CSS

March 11- April 15, 2023

UP System I.T. Foundation, Inc. (UP SITF)

UP Diliman Quezon City

Tel #: 8583-9381 | 0927 3483828 | 0962 0871849

REFERENCE

REYNALDO EVANGELISTA

Atty. Evangelista Law Office

Lawyer

09228398557

Junabeth Bantugan Espinar

Flatplanet

Operations Supervisor

09178805839

Rhea Francisco-Samonte

UP System I.T. Foundation, Inc. (UP SITF)

Training Coordination and Admin Officer

09273483828