



CONTACT

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📍 B. Rodriguez St
Cebu City, 6000 Cebu, Philippines

EDUCATION

Associate Degree - BSIT University of Cebu

2019 - 2021

Senior High Graduate - IT Southwestern University

2017-2019

SKILLS

Data Entry

Chat Support

Computer Literacy

Answering Telephones

Customer Service

Computer Typing - 50 WPM

Computer Programming

Surveillance System

Email Writing

Information Technology

Research

Technical Support

Canva Tool

FELIX ALBORES JR.

Welcome Dev,

CAREER OBJECTIVE

I am committed to continuous personal and professional growth. I stay up to date with industry trends, attend relevant webinars and workshops, and actively seek opportunities to enhance my skills. This ensures that I can bring fresh ideas, innovative solutions, and best practices to every project.

WORK EXPERIENCE

Customer Service Representative BPO

Present

Handle sensitive information and respect the privacy of individuals captured on surveillance footage and will handle all aspects of my role with utmost confidentiality and discretion. Effectively relay information, both written and verbal, to relevant parties, ensuring a cohesive response to any security issues that may arise. Additionally, accurately document incidents and provide detailed reports when necessary.

Security System Monitoring Inc. - SSMi VIS /CCTV OPERATOR

Nov 2022 - Jan 2024

Handle sensitive information and respect the privacy of individuals captured on surveillance footage and will handle all aspects of my role with utmost confidentiality and discretion. Effectively relay information, both written and verbal, to relevant parties, ensuring a cohesive response to any security issues that may arise. Additionally, accurately document incidents and provide detailed reports when necessary.

Fergus Inc.

Jun 2022- Nov 2022

SALES REPRESENTATIVE

Finding potential customers or "leads" who may be interested in the products or services offered by their company. We use various methods like cold calling, email marketing, or social media outreach to generate leads. We're responsible for achieving individual or team sales goals by actively pursuing new leads and closing deals within given timeframes.

CERTIFACTES

Certificate of Attendance of Ethical Hacking Webinar Course

Certificate of Completion in Data Entry

Certificate of Completion in Lead Generation

Certificate of Completion in Graphic Design

Certificate of Completion in Social Media Management

Certificate of Completion in Canva

**Certificate of Completion Civic Welfare Training Component
of the NSTP**

Certificate of Training CPR and Simulation

Some of the information is not yet final. I can't disclose other information in public