

Franz Niño Gregorio

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Date of Birth: August 25,1990

CAREER OBJECTIVE

To build a prosperous career and continually expand my soft skills and technical skills in the IT industry.

PERSONAL SKILLS

- Excellent written and verbal communication skills
- Highly organized and efficient
- Ability to work independently or as part of a team
- Proven leadership skills and ability to motivate

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- Python
- Git

EDUCATION

AB Information Technology (2016 – 2020)

Cap College Foundation Inc.

Legaspi Village, Makati

PROFESSIONAL EXPERIENCE

Customer Service Representative 2 – Netflix Service

TDCX Philippines (September 2019 – Present)

Provide context and directions to Tier 1 support to drive resolution on complex issues that Tier 1 can't handle.

Customer Care Supervisor – Hotwire Service

Conduent Philippines Inc. (April 2015 – June 2019)

Responsible for overseeing the day-to-day operations of the team handling hotels and cars reservation.

Travel Sales Specialist – Expedia Sales

Teleperformance Ayala (January 2014 – January 2015)

Handled hotels, cars and flights reservation.