

**Exequiel James D. Pateres**  
**c-10 San Lorenzo, Tisa Labangon Cebu**  
**(340) (424-4219)**  
**09236408736**

**OBJECTIVE:**

Seeking to join the creative team at an industry-leading company where I can apply my diverse design skill set and graphic arts background.

**QUALIFICATIONS:**

- Substantial experience and outstanding skills in graphics and design.
- Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients.
- Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles.

**RELEVANT SKILLS**

- Microsoft Applications
- Adobe Suite (InDesign, Illustrator, Photoshop, Acrobat, Flash)

**Education:**

**University of San Carlos**

March 2010

College Graduate

Bachelor of Fine Arts Major in Advertising Arts

**Experience**

**Customer Services Specialist**

**Sirius-xm**, Stream Global Services

May 2012 – Jan 2013

- Assist customers with billings.
- Scheduling in-home services via online interface.
- Answer telephone inquiries from customers and stores regarding the status of units.
- Up sell satellite radios, plans and service packages.

**Financial Advisor****CITI Bank**, Convergys

Dec 2011 – May 2012

- Advising clients on financial matters.
- Balance transfer credits and checks.
- Compiling data for financial reports and credit card insurance.
- Assist customer for balance inquiry and billings.

**Subject Matter Expert****Experian**, Aegis People Support

Jan 2011 – Dec 2011

- Part of the Pilot Team( Product Initiative Team)
- Assist representative on up selling packages on credit scores and credit reports.
- Lead a work-group with the need for specialized knowledge in retention.

**Travel Specialist / Tier II****Expedia**, Aegis People Support

July 2010 – Jan 2011

- Provide the service of making all travel arrangements from mode of transportation to the smallest details.
- Provide clients with advice on how to plan the best trip to suit their needs.
- Have intimate knowledge of what various airlines, hotels, resorts, and other travel industry services have to offer, able to convey my opinions to customers.
- Assist customers in booking and cancelling flight and hotel reservations.

**Graphic Designer****Impact one** / Papicture Studio

June 2009 – July 2010

- Selected as one of three graphic designers for picture editing and coffee book layouts.
- Assisted with the development of advertising, marketing collateral, printed materials, and web graphics
- Presented ideas in weekly brainstorming sessions for new project development.
- Assisted with ad hoc projects involving web design, digital and print communication, and photography

**REFERENCE:****Jan Ray Iso** Operation Manager

Savvy Sherpa

09179937285

**Rowanda Cabiso** Trainer

Experian, Aegis People Support

09333924797

**Eugene Cabansay** Sales Coach

Experian, Aegis People Support

09223547646