






CONTACT

 Minglanilla Cebu Phillipines

 +639424617419

 jameseronico@gmail.com

SKILLS

- Proficient in Microsoft Office Applications
- Excellent Oral and Written Communication
- Knowledgeable in Salesforce
- Knowledgeable in Shopify
- Knowledgeable in Domains and DNS editing
- Can multi-task and meet deadlines
- Works well independently and within team environment
- Organized, meticulous and keen to details
- Dell Certified Technician
- Proficient in computer's software & hardware troubleshooting
- Typing Accuracy (60-wpm)

James Marvin ERONICO

WORK EXPERIENCE

Customer Service / Technical Support Representative – December 2014 – August 2022

Technical Support Representative

ActivePipe, Smart Sourcing (April 2022 to August 2022)

- Provides assistance to real estate agents and businesses in using the email automation system and troubleshooting the created campaigns.

Shopify Advisor

Shopify, 24-7 Intouch - Cebu City (January 2021 to April 2022)

- Provides assistance to merchants who needs guidance in setting up their Shopify store. Provides support for any issues that the merchant will encounter using the Shopify platform.

Marketing Service Representative

Author Solutions Philippines Inc (July 2016 to November 2019)

- Make sure services are fulfilled in a timely manner. Provide solutions to author's complaints in terms of their marketing services. Investigates if authors were given different expectations towards the services they purchased.

Technical Support Representative

DELL, Convergys Philippines Inc. (December 2014 to August 2015)

- Provides one time call resolution to end users and PC technicians. Books necessary replacement parts for the customers and make sure the parts arrive in time on a daily basis.

EDUCATION

UNIVERSITY OF SAN JOSE-RECOLETOS

- Bachelor of Science in Business Administration Major in Financial Management
- S. Y. 2009-2011

REFERENCES

- **Harold Ponce – Manager**
Smart Sourcing
Cel. +639425431234
- **Dave Aves – Supervisor**
Smart Sourcing
Cel. +639088135947
- **Jessie Tura – Supervisor**
24-7 Intouch Cebu
Cel. +639178704828
- **Grasser Cajoles – Supervisor**
Author Solutions Philippines, Inc.
Cel. +639177715471