



# JOHN CARL GRAELLOS

R E S U M E

## ABOUT ME

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with unique ideas that will help the growth and success of the company.

## CONTACT



+639987678732



carlgraellos@gmail.com



Consolacion, Cebu Philippines  
6001

## SKILLS

Basic Networking Knowledge

Customer Service

Technical Knowledge

Microsoft Office

Canva

Adobe Premiere

## EXPERIENCE

### NOC ENGINEER

CTC\_BPO Inc.

| June 2022 - Current

Technical support engineer that supports wireless networks for hotels, resorts and other public properties.

- Works on severity cases
- Works on critical tickets
- Works on VIP clients
- Final escalation path
- Gives 100% customer satisfaction.

### TECH. SUPPORT ENGINEER II

CTC\_BPO Inc.

| 2017-June 2022

Technical support engineer that supports wireless networks for hotels, resorts and other public properties.

- Handles escalation calls and tickets
- Handles Layer 1 troubleshooting.
- Provides timely manner network diagnosis.
- Gives 100% customer satisfaction.

### CUSTOMER SUPPORT REPRESENTATIVE

CallTek Inc.

| 2014-2017

Customer support representative that supports cable TV for household in US.

- Handles customer complaints and inquiries
- Provides timely manner solution for customers problems.
- Gives 100% customer satisfaction.



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Microsoft Office  
Canva  
Adobe Premiere

## CERTIFICATES

### MikroTik Certified Traffic Control Engineer

Engr. Roy Pamitalan- | June 10, 2022  
WIZMASTER Computer  
Sales Inc.

### MikroTik Certified Routing Engineer

Engr. Roy Pamitalan- | June 10, 2022  
WIZMASTER Computer  
Sales Inc.

### MikroTik Certified Network Associate

Engr. Roy Pamitalan- | June 10, 2022  
WIZMASTER Computer  
Sales Inc.



# JOHN CARL GRAELLOS



## RESUME

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6001

### SKILLS

Basic Networking Knowledge  
Customer Service  
Problem Solving  
Creativity

### COVER LETTER

Dear Jas,

As a Real Estate Facebook Ads Strategist, I read your posting for Facebook Ads Strategists with high interest. Though, I don't have any experiences working on this field but I am 100% willing to be trained and will give my full commitment to learn whatever skills I needed to be a successful Ads Strategist

I am proactive, flexible, and can easily adjust into ever changing business demands. I have keen attention to details and can quickly think in a very fast paced environment.

I am actively looking for a career that is 100% remote and I have invested in a fully equipped work from home setup ready for ads strategist tasks and more.

I have attached my latest resume and I am ready to start this journey with you.

