



Contact

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Address

Sola Plains, Talamban, Cebu
City Philippines

Education

2019-2021

Bachelor of Science in Information Technology

University of Southern Philippines
Foundation

Skills

- Problem Solving
- Computer Literacy
- Project Management Tools
- Strong Communication
- Process Flows

Certificates and Trainings

Array List

Customer Service Digital
Approach

Designing Infographics

Discover What's #Next: Data Science

Intro to GIT and GITHUB

Web Development

Workplace Communication

JLAD LANETE

Experience

○ 2018-2022

American Appraisal Alliance

REAL ESTATE EXECUTIVE ASSISTANT & WEB DEVELOPER

- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Set appointment schedule for the inspection of property through call or email.
- Research and upload property to the system for appraisers perusal.
- Conducts market analysis of real estate properties.

○ 2015-2016

Teletech

CHAT AND EMAIL SUPPORT

- Communicate with customers through live chat or email to answer questions, solve problems, and troubleshoot issues raised.
- Document each customer's question or problem as well as the resulting answer or solution.
- Prompt chat and email response to customers adhering to client policies.

○ 2014-2015

Bench

DATA ENCODER

- Transcribed information into required electronic format to enter in to bench database.
- Maintained database by entering new and updated product count information.
- Maintained daily production logs of activities and completed work.

Reference

Myka Misa

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Alliance

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Denika Denise Tañedo

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