

Name: JOHN MICHAEL DELA CRUZ
Address: 1183 Sucol Bukid San Sebastian Hagonoy, Bulacan Philippines 3002
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SkypeID/Name: live:.cid.efa4cfb387181ff7
OnlineJobs.ph link: <https://www.onlinejobs.ph/jobseekers/info/1133548>
Linkedin: <https://www.linkedin.com/in/john-michael-dela-cruz-9498671b1>



PROFESSIONAL SKILLS / QUALIFICATIONS

Years and months in BPO – 4 Years and 5 months
Web Developer / Graphic Designer / Virtual Assistant /
Service Provider / Administrative Support / Operations Analyst
Content Moderator / Customer Service Representative
Computer Fundamentals Literate (Computer Hardware Troubleshooting)
Microsoft Office Literate (Microsoft Word, Excel, Power Point, etc.)
Email Management, Administrative Tasks Google Docs, Spreadsheets, etc.
Hardworking, teachable and fast learner
Can work under pressure
Submissive to Authority, Obedient and Punctual

WORK EXPERIENCES

TELEPERFORMANCE

Account: WELLCARE
Position: Customer Service Representative
Service Timeframe: September 2023 – December 2023 (3 Months)
Reason For Leaving: Seasonal Account
Address: Vertis North, Quezon City Philippines

JOBSQIK INC

Account: Online Freelance / Canada based job
Position: Virtual Assistant / Data Entry Analyst / Recruitment Process Assistant
Service Time Frame: February 2023 – August 2023 (6 Months)
Reason For Leaving: Company Shutdown
Address: Online/Canada

ACCENTURE INC

Account: Community Operations
Position: Data Analyst / Community Operations Analyst / Trust and Safety New Associate (Content Moderator: Filipino Market)
Service Time Frame: November 2021 to January 2023 (1 Year and 2 Months)
Reason For Leaving: Travel Commute Struggle Affects My Wellbeing
Address: 60 General Aguinaldo Ave, Cubao, Quezon City, 1109, Cyberpark Tower 1

MIND DRAGON CONSULTANCY FIRM

Account: Verizon
Position: Associate Operations Analyst (DVR/BPO Department)
Promoted as DVR Cluster Lead
Promoted as DVR Senior Cluster Lead
Administrative Assistant
Return and Exchange Policy Assistant
Service Time Frame: November 2017 to May 2020 (2 Years and 6 Months)
Reason For Leaving: Resigned Due To Pandemic Season
Address: 4F Cabanas N4 Bldg., Mac Arthur Highway, Longos, Malolos City, Bulacan

EDUCATIONAL BACKGROUND

TERTIARY EDUCATION

BACHELOR OF INDUSTRIAL TECHNOLOGY MAJOR IN COMPUTER TECHNOLOGY
BULACAN STATE UNIVERSITY
Malolos City, Bulacan, Philippines 3000
2010 -2012

SECONDARY EDUCATION

HAGONOY INSTITUTE
San Sebastian Hagonoy, Bulacan, Philippines 3002
2006-2010

PRIMARY EDUCATION

TEODORA CRUZ ELEMENTARY SCHOOL
San Miguel Hagonoy, Bulacan, Philippines 3002
2000-2006

ATTAINMENT AND CERTIFICATIONS

KodeGo Full – Stack Web Development Course – January 2024 - Present
Christian Bible Church of Hagonoy - School of Leaders 1 Graduate 2020
Christian Bible Church of Hagonoy - School of Leaders 2 Graduate 2020
Christian Bible Church of Hagonoy - School of Leaders 3 Ongoing
Christian Bible Church of Hagonoy – Cell Group Leader/Bible Study Leader - January 2018 - Present
Microsoft Office Specialist for Office Excel 2016 – March 11, 2019
Microsoft Office Specialist for Office Excel 2016 Expert– September 2, 2019

CHARACTER REFERENCE

Name: Ptr. Ike Serapio
Address: San Sebastian Hagonoy Bulacan Philippines
Position: Senior Pastor – Christian Bible Church of Hagonoy Contact
Contact Number: 0932-451-3162/0917-164-6797

Ed Serapio
San Sebastian Hagonoy Bulacan Philippines
G12 Leader – Christian Bible Church of Hagonoy
Contact Number: 0942-989-2106

Name: Arlene Morales
Address: Tampok Hagonoy Bulacan Philippines
Position: G12 Leader – Christian Bible Church of Hagonoy Philippines
National Bank Area Manager
Contact Number: 0917-873-8831

Name: Adrian Angeles
Address: Bulacan Philippines
Position: Salesforce Admin
Contact Number: 09193276516

Name: Juan Paulo Dela Cruz
Address: Bulacan Philippines
Position: Remote Team Leader
Contact Number: 09618001964

Name: Crushelle Angeles
Address: Bulacan Philippines
Position: Marketing Virtual Assistant
Contact Number: 09955519896

Name: Juan Carlos Dela Cruz
Address: Bulacan Philippines
Position: Senior Web Developer
Contact Number: 09760006501

Name: Grace Vergara
Address: Cubao Quezon City Manila Philippines
Position: Team Leader – Accenture Inc
Contact Number: 0967-221-5755

Name: Jerico Rodriguez
Address: Sta Cruz Hagonoy Bulacan Philippines
Position: System Support Technician/ Cell Group
Leader - Christian Bible Church of Hagonoy
Contact Number: 0998-881-1653

I hereby certify that the information provided in this form is true and correct to the best of my knowledge.



John Michael Dela Cruz

Applicant Signature