JUAN MIGUEL G. FERNANDEZ

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OBJECTIVE

Highly-organized senior year IT student at University of San Agustin(Dean's list, 3 semesters) proficient in office suites and data management. Seeking to leverage aforementioned skills to aid the company in the creation and maintenance of client lists.

EDUCATION

2019 - PRESENT

BACHELOR'S DEGREE IN INFORMATION TECHNOLOGY

UNIVERSITY OF SAN AGUSTIN - ILOILO

Expected to graduate in 2023

Dean's list, 3 semesters(1st and 2nd semester of SY 2020-2021, 1st semester of SY 2021-2022)

EXPERIENCE

2012-2013

TECHNICAL CUSTOMER SERVICE REPRESENTATIVE

CONVERGYS NUVALI

• Answered and resolved product and connectivity technical-support questions received from customers.

• Managed customer complaints and inquiries regarding account-related information, mobile phone services and billing concerns..

• Worked in collaboration with other departments in the resolution of aforementioned queries.

• Actively promoted the company's products and services to existing and potential customers.

• Ensured all calls are logged in the system for proper monitoring and closure.

• Provided appropriate solutions in a timely manner.

SKILLS

HARD SKILLS:

• Expert in Microsoft Office and Google Suite.

• Database Management(Intermediate)
• Programing Languages(C, Java)
• Web Development(HTML5, CSS, JavaScript, PHP)
• Mobile Development(React Native)

SOFT SKILLS:

• Excellent written and verbal communication skills
• Problem-solver
• Professional
• Organized
• Teamwork/collaboration
• Leadership skills

ACTIVITIES

2022- 2023

LIAISONS OFFICER, CLASS REPRESENTATIVE - HOLOTECH SOCIETY USA

• Facilitated communication with the Rada Journal, the official publication of the College of Liberal

Arts, Sciences and Education of the University of San Agustin.
• Wrote numerous articles on the activities conducted by the CSIT program to be published in the Rada Journal.
• Wrote clear, compelling copy for the socials of the organization.
• Represented class at meetings and programs and ensured they were well-informed of the organization's programs and activities.

MENTOR - CSIT STUDENT MENTORING PROGRAM
• Shared knowledge, experiences and skills with mentees to assist them with their coursework.
• Provided reliable and constructive advice and feedback to mentees.

NOVEMBER 17, 2021
Attended the Web Development Workshop hosted by GDSC - USA entitled "Introduction to Web Development"