Jan Michael M. Jose

CONTACT

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SKILLS

- Conflict Resolution
- Innovation Management
- Quick Learner
- Detail Oriented

DEV LANGUAGES

- HTML5/CSS3
- Bootstrap4 / JQuery
- JavaScript
- WordPress
- Visual Basic.NET
- C++
- Python
- NodeJS
- Express

TECHNOLOGIES

- Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
- Google Office Suite (Docs, Sheets, Slides, Colab, Drive)
- Git Version Control
- Adobe Photoshop
- Figma

EDUCATION

2003-2007, 2019-2020
Tertiary Education
Anticipated Bachelor of Science Major in Computer Science
University of Santo Tomas - Espana, Manila, Philippines

1999 - 2003
Secondary Education
University of Santo Tomas - Espana, Manila, Philippines

1992 - 1999
Primary Education
Angelicum College - Quezon City, Philippines

PROFESSIONAL EXPERIENCES

SYNNEX-CONCENTRIX

June 2019 - January 2020
Training Supervisor Intern - Google Account
Uptown Tower 1, Bonifacio Global City, Taguig, Philippines
- Responsible for developing and maintaining continuous improvement plans for consistent achievement of Operations' metrics
- Responsible for training team management and logistics

December 2017 - May 2019
Senior Product Trainer - Google Account
- Skilled at management of continuous improvement plans of assigned Line-of-Businesses of account for continuous month-on-month performance of Operations
- Continuous facilitation of New Hire Training for maximum transfer of information and methods

June 2016 - November 2017
Technical Support Representative - Google Account
- Provides technical troubleshooting of Google Products to customers in Phone, Chat and Email Channels

June 2015 - June 2016
Customer Service Representative - Dish Account
- Provides technical troubleshooting to DishTV customers via Phone channel

June 2007 - May 2015
AMA COMPUTER LEARNING CENTER Morayta Branch
Lecturer
España cor. P. Paredes St. Sampaloc, Manila, Philippines
- Facilitates classes ranging from Software Development, Web Design and Development, Graphics Design and Systems Management courses

LANGUAGES

- English (Written and Verbal)
- Filipino (Written and Verbal)

LICENSURES AND CERTIFICATIONS

IELTS Overall Band Score - 8.0 (CEFR Level - C1)

- Assessed on May 2018 (British Council)

Lean Six Sigma Yellow Belt Training

- Completed and Passed on March 12, 2018

Technical Education and Skills Development Authority (TESDA)

National Certificate IV in PROGRAMMING

- Certificate Number: 1013060446120
- Issued on: June 22, 2010

OTHER SKILLS / RECOGNITIONS

Concentrix Unsung Hero

October 2017, 2018

Concentrix 2017 Q4 Rockstar Top Performer

December 2017

PROFESSIONAL REFERENCES

Available upon request