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## **WORK EXPERIENCE**

Customer Service Representative, Aegis Services Inc., Manila, Philippines  
12/2012-06/2013

- Received inbound and outbound phone calls from clients and account holders.
- Verified and maintained personal information and billing support in an efficient and professional manner.
- Trained receptively and took the initiative in improving newly acquired skills on in-house software such as SAP, CRM and Avaya.

Logistics Specialist, U.S. Army, Fort Lee, VA U.S.A.  
05/2014-06/2018

- Coordinate with U.S. personnel, third-party and other NATO support entities in logistics.
- Inventory, safeguard and evacuate personal effects of service members/soldiers.
- Initiate and maintain both classified and unclassified documents using native software in shipping, reporting and tracking of military assets.

## **EDUCATION AND ACHIEVEMENTS**

B.S. in Psychology 03/2012  
- Dominican College San Juan, Philippines

Advanced Individual Training Course (Honor Graduate) 10/2014  
- U.S. Army Quartermaster School, Fort Lee, VA

The Army Commendation Medal (ARCOM) 12/2015  
- For exemplary performance of duties

## **TECHNICAL SKILLS AND KNOWLEDGE**

- HTML5
- CSS3
- Bulma Framework
- Ruby Programming Language
- Ruby on Rails