Shane Kian Gardose

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ADDITIONAL CONTACT INFORMATION

- Facebook: https://www.facebook.com/shanekian.gardose.58?mibextid=ZbWKwL

PROFESSIONAL EXPERIENCE

KDP Electrical Services   03/21 – 06/22
Cell Site Technician

Team leader

- Ensures that every cell site doesn't have any network congestion.
- I do installation, integration, quality checking, and upgrade to each of my projects.
- Reports multiple times each shift to my management.
- Attends team leader conference once a week.
- Provides management to my team so we can complete one project ahead of schedule.

Teleperformance   04/23 – 02/24
Customer Service Representative

Agent

- Provides assistant to every customer(inbound)
- Walk-through customer to every technical related issue that may be causing them difficulty to do
- Explain billing, data consumption and provides technical support
- Reports every customer to supervisor in order to monitor each calls
- Stay on top of our monthly metrics

Concentrix Bacolod   02/23 – 12/24
Customer Service Representative

Agent

- 1. Provide Technical Support
- Assist customers with troubleshooting technical issues related to products or services.
- 2. Guide Customers
- Offer step-by-step instructions to resolve problems or maximize product functionality.
- 3. Document Interactions
- Record issues, resolutions, and feedback for continuous improvement and tracking.
- 4. Collaborate with Teams
- Work with engineering, development, or escalation teams to solve complex issues.
- 5. Enhance Customer Experience
- Ensure customers leave satisfied and confident in using the product or service.

Local Health Center   03/22 – 02/23
Data Analyst

Part-time job

- 1. Collect and Organize Data
- Gather patient records, health statistics, and operational data for analysis.
- 2. Analyze Data Trends
- Identify patterns in patient care, disease prevalence, and resource usage.
- 3. Generate Reports
- Create visualizations and summaries to help management make data-driven decisions.
- 4. Support Decision-Making
- Provide insights to improve healthcare delivery, staffing, and resource allocation.
- 5. Ensure Data Accuracy
- Verify data integrity, clean datasets, and maintain compliance with data privacy regulations.

EDUCATION

North Negros College   06/17 – 04/19
Computer Programming NC IV

TESDA RTC Talisay   11/19 – 02/20
Shielded Metal Arc Welding NC I

Bacolod City College   06/20 – 01/22
Bachelor Of Science And Information Systems (Undergrad)

LANGUAGE

- Tagalog(Native)
- English(Proficient)
- Hiligaynon(Native)
- Bisaya(Proficient)

CERTIFICATES

- National certificate IV - computer programming
- National certificate I - SMAW

KEY SKILLS

- All cell site related work
- Customer service
- Over the phone technician
- Welding
- JavaScript
- Html
- C#
- Microsoft excel

REFERENCES

Jhun Ariola - Supervisor/ Site Director, KDP Electrical Services
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