

LEINDON REIMOH C. DILAN

Home Address: # 268 Ramfaya Village, Pagdalagan Norte,
San Fernando City, La Union
Email address: leindonreimohdilan@yahoo.com
Contact no.: +639273997057/(072) 607-56-97



Objective: To find a challenging position to meet my competencies, capabilities, skills, education and experience.

Position	Location	Period
Customer Service Representative	Founever Maxhub, San Fernando City, La Union	June 01, 2021- February 04-2022
Duties and responsibilities: <ul style="list-style-type: none">• Answering phone calls• Collect Customers Information• Assist Customers on paying their bills• Upgrade & downgrade customer’s Service packages• Call back Customer if disconnected• Troubleshoot Customer’s Internet, Cable, Phone, Services• Check service outage status• Inform customer’s due dates and amount of their bill• Walkthrough customer on their Online account manager over the phone• Update customer information<ul style="list-style-type: none">-name -Phone number-address -email		
Position	Location	Period
Customer Service Representative	Teleperformance Harrison Road, Baguio, Benguet	November 25, 2019 – June 11, 2020
Duties and responsibilities: <ul style="list-style-type: none">• Answering phone calls• Assisting Customers by Captioning or transcribing everything I hear.		
Position	Location	Period
Customer Service Representative	Teleperformance Harrison Road, Baguio, Benguet	August 13, 2019 – October 12, 2019
Duties and responsibilities: <ul style="list-style-type: none">• Answering phone calls• Collect Customers Information• Assist Customers on paying their bills• Troubleshoot Customers TV cable		

Position	Location	Period
OJT	PC4me San Fernando City, La Union	August 17, 2017 – November 23, 2017

Duties and responsibilities:

Technical Support <ul style="list-style-type: none"> • Assemble System units • Setup System units and Laptops • Setup Printers • Backup and Format Received Laptops and System units • Troubleshoot Laptops and System units • Install Software applications and Drivers 	Programming <ul style="list-style-type: none"> • Front end Development -Designs and for Print-outs Sales <ul style="list-style-type: none"> • Assisting Costumers
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Education:

June – September 2022 KodeGo <ul style="list-style-type: none"> ❖ Full-Stack Web Development
2013 - 2018 Saint Louis College <ul style="list-style-type: none"> ❖ Bachelor of Science in Information Technology
2009 - 2013 Christ the King College, San Fernando City <ul style="list-style-type: none"> ❖ High School Graduate
2002 - 2009 Christ the King College, San Fernando City <ul style="list-style-type: none"> ❖ Elementary

Trainings Attended:

❖ Computer Servicing System NCII	(April 16- May 29 , 2018)
Training for Work Scholarship Program (TESDA)	
Lorma Colleges, San Fernando City	

Contents:

COC1: installing and configuring computer systems
COC2: Set Up Computer Networks
COC3: Set Up and Configuring Windows Server
COC4: Maintain and Repair Computer Systems

Seminars /Certificates:

- **Step-UP** “Moving Beyond Innovation”, Herny Lee Irwin Theatre, Ateneo De Manila University 2014
- **Step-UP** “Wired” Herny Lee Irwin Theatre, Ateneo De Manila University September 10, 2016
- Organizer in “BKB in IT SLC v1.0 Share your BKB! Bent in IT, Knowledge, Blessing!”, Social Center, Saint Louis College, 2016
- “Real-time Web Applications”, Social Center, Saint Louis College, 2016
- “Seminar in Career Enhancement and Advancement”, Social Center, Saint Louis College, 2016
- “IT in Business World”, Social Center, Saint Louis College, 2016
- “Unleashing the Power within for a Successful Career”, Social Center, Saint Louis College, 2016

- “IT in Security Services”, Social Center, Saint Louis College, 2016
- “Asterisk VOIP PBX for the BPO Industry”, Social Center, Saint Louis College, 2016
- Productivity Tools, Saint Louis College, San Fernando City, La Union
July 24, 2017

SKILLS:

- Computer Literacy. Proficient at MS Excel, MS Word and MS PowerPoint
 - Multimedia. Troubleshooting and Reformatting
 - Set-up/Maintain and repair Computer Servers and Networks
 - HTML, CSS, JavaScript, SASS, React.Js, Material UI, Express.Js, Node.Js, GitHub, Source Tree, GitBash, Postman, MySQL Workbench.
 - Programming Languages: JavaScript, SQL, PHP
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Personal Information:

Sex: Male
Birthday: January 18, 1997
Religion: Catholic
Nationality: Filipino
Marital Status: Single
Language Spoken: Filipino, English and Nihongo (Basic)

Character Reference:

Mr. Albert H. Subang
Instructor, MIT
Saint Louis College, City of San Fernando, La union
Contact Number: (242)5536

Mr. John Aaron Catungal
Customer Service Representative
Teleperformance, Baguio, Benguet
Contact Number: 0909253007

Ms. Lizzet Asilo
Customer Service Representative
Teleperformance, Baguio, Benguet
Contact Number: 09756302235