



Manuel Buenviaje II

Work Experience

Impact Medical LLC

Aug. 2025 - Present

Data entry and Order processing

A dedicated professional skilled in managing the seamless flow of order processing and data management. Proven ability to accurately process high volumes of orders, maintain meticulous digital records, and ensure data integrity. Combines strong analytical skills with a customer-focused approach to resolve inquiries and support efficient operational workflows.

Sutherland

Nov 2024-Apr 2025

Expert I

Builds strong rapport with customers by actively listening, probing for needs, and recommending tailored solutions. Deeply knowledgeable in all T-Mobile products and services to ensure the right fit, driving customer satisfaction and long-term loyalty. Skilled in order processing, sales closing, maintaining accurate customer records, and completing necessary documentation with precision.

CONCENTRIX

March 2024 - July 29, 2024

ADVISOR I

Handle inbound Inquiries via phone, email, and chat, providing exceptional service and support throughout the sales journey. This includes Amazon, Ebay and Walmart.

Alorica Teleservices Inc.

Nov. 2022 - Mar. 2024

Technical Support and Customer Care Representative

A Customer Service Representative interacts with customers via phone, email, social media, or chat to resolve their issues and inquiries on time. The role also involves analyzing customer feedback, performing product tests, evaluating support services, and preparing reports to facilitate improvements to products and after-sales care.

HERSTAL SECURITY AGENCY, INC.

Security Guard and CCTV Operator

Jun 2015 - May 2022

This role acts as the eyes and ears of security, responsible for monitoring surveillance systems, supervising guards, controlling site access, and reporting all incidents or violations to ensure overall safety and security.

Contact

Phone

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Email

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Address

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Barangay Anonas, Urdaneta Pangasinan.
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Education

Bachelor of Applied Science - Criminology

Cagayan de Oro College, Cagayan de Oro
2015-2020

Skills

- Physical Security Surveillance
- Security Management Data Entry
- Regulatory Compliance
- Technical Support
- Customer Care Support
- Retail Advisor Support
- HTML
- CSS
- Java Script
- Trello
- Git
- Version Control
- Git merge

Language

- English
- Tagalog

CERTIFICATIONS

- **Certified Mall Protection Professional**
Mall Security Management Association of the Philippines
- **SM Customer-Centric Culture Training for Frontliners**
SM Aura Premier
- **High Angle Rescue Training**
START Rescue-EMS Solutions Corp.
- **Occupational First Aid and BLS CPR with AED**
Philippine Red Cross
- **CCTV Operator's Training Course**
Valiant Security Training Center Inc.
- **Workplace Fire Safety Tips**
Bureau of Fire Protection
- **Call to Action Against Destructive Fire**
Bureau of Fire Protection
- **Bomb Threat Management/Bomb Identification and Detection**
Taguig City Police
- **Exit Drill at Home**
Bureau of Fire Protection
- **Mga Teknik sa Pagpuksa ng Apoy**
Bureau of Fire Protection
- **How to Use a Fire Extinguisher**
Bureau of Fire Protection
- **Kitchen Fire Safety**
Bureau of Fire Protection
- **Program of Instructions for the SM Emergency Response**
SM Supermalls
- **Basic Water Rescue Training**
START Rescue-EMS Solutions Corp.
- **Seminar on Leadership in Policing**
Cagayan de Oro College
- **Workplace Fire Safety Tips**
Bureau of Fire Protection
- **Electrical Safety at Home**
Bureau of Fire Protection
- **Basic OSH Training Course for Safety Officer 1 (SO1) with TOT**
Insafety Inc.
- **Professional Mall Security Management Assessment and Certification Program**
Mall Security Management Association of the Philippines
- **Product-Specific Training for Technical Support**
Alorica Teleservices Inc.
- **Product-Specific Training for Health Care Account**
Alorica Teleservices Inc.
- **Product -Specific Training for Retail Account**
Concentrix
- **Product -Specific Training for Telco Account**
Sutherland
- **HTML, CSS, and JavaScript Certificate**
Zuitt Bootcamp