

MATIAS C. LAURIO

17 Sta.Ana Corner Bloomdale Street, Laguna Bel Air 2, Brgy Don Jose Sta. Rosa Laguna

Cell # +639755014003

E-mail: matlaurio@gmail.com



OBJECTIVE

To obtain any position that will enable myself to use my skills and knowledge to their maximum potential, to meet new people that will enhance my capabilities, sharpen my communication and social skills.

SKILLS/ABILITIES

- Computer Literate in Microsoft office like Excel, Power point, Word
 - Knowledgeable in Autocad
 - Knowledgeable in Adobe Photoshop, Adobe Premiere pro
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EDUCATIONAL BACKGROUND

Tertiary:	Bachelor of Science in Computer Engineering	
	University of Perpetual Help System Laguna Biñan, Laguna (UPHSL)	2013-2016
	3 rd year (Undergraduate)	
Secondary:	Masbate National Comprehensive High School (MNCHS)	
	Quezon St, Masbate City, Masbate	2012-2013
Primary:	Jose Zubirto Sr. Elementary School (JZSES)	
	Quezon St, Masbate City, Masbate	2008-2009

SEMINAR ATTENDED:

Technology Enrichment 2015: Making Strides in World Development-Internet Protocol Version 6 (IPv6) seminar

University Of Perpetual Help System Laguna

Performing Arts Theater, City Of Biñan, Laguna January 24, 2015

Technology Enrichment 2015: Making Strides in World Development-Personal Computer and Laptop Repair and Troubleshooting Seminar

University Of Perpetual Help System Laguna

Performing Arts Theater, City Of Biñan, Laguna January 24, 2015

Camaraderie, Paving the way for the future Engineers

Seminar on Arduino Microcontroller|Cyber Security:Tackling the Challenges of Securing the Cyberspace|Business Blogging|Job Opportunities with PLC

Lycuem of the Philippines University-Batangas

December 5, 2015

WORK EXPERIENCE

Burger King Arcadia

Kitchen Staff/Product Controller/Team Leader

April 2016 to January 2017

- Cleaning all dishes, work stations, cooking equipment, and food storage areas in accordance with food safety regulations. Washing, chopping, shredding, and grating ingredients for subsequent use by the chef. Sweeping and mopping floors, as required.

Teletech Sta. Rosa Laguna

CSR II - (T-MOBILE Gen. Care)

February 2017 to November 2017

- Managing incoming calls and customer service inquiries regarding phone or mobile phone services, billing concerns or promo packages. Identifying and assessing customers' needs to achieve satisfaction. Ensure all calls are logged in the system for proper monitoring and closure

Concentrix Nuvali

CSR II - (Sprint Gen. Care)

August 2018 to August 2019

- Managing incoming calls and customer service inquiries regarding phone or mobile phone services, billing concerns or promo packages. Identifying and assessing customers' needs to achieve satisfaction. Ensure all calls are logged in the system for proper monitoring and closure

Iqor Sta. Rosa

CSR I - (ISM-AT&T and DTV)

September 2019 to March 2019

- Managing incoming calls and customer service inquiries regarding phone or mobile phone services, billing concerns or promo packages. Identifying and assessing customers' needs to achieve satisfaction. Ensure all calls are logged in the system for proper monitoring and closure

Alorica Lipa

CSR - (Grub Hub)

May 2020 to November 2020

- Act as phone support for food delivery app.
- Provide customer support when consumers have questions or problems with their orders, delivery or payment.
- Monitor various company communication channels and respond appropriately in a timely manner

Pappu's Crispy Pata

Storekeeper

December 2020 to January 2022

- The storekeeper is responsible for general and department-specific, routine, daily store activities, including processing postings, supplies receipt and distribution, carry out inventories and inventory control activities, and may manage purchase and change orders

Valor Global

CSR- (Sprint TEX)

January 2022 to May 2022

- Managing incoming calls and customer service inquiries regarding phone or mobile phone services, billing concerns or promo packages. Identifying and assessing customers' needs to achieve satisfaction. Ensure all calls are logged in the system for proper monitoring and closure

PERSONAL BACKGROUND

Age: 25

Birthday: October 20, 1996

Birthplace: Masbate City

Civil Status: Single

Nationality: Filipino

Religion: Iglesia Ni Cristo

CHARACTER REFERENCE

-Will be provided upon request

I hereby certify that the above information is correct to the best of my knowledge and belief.

MATIAS C. LAURIO

Applicant