

# Miguel Francis Magbanua

With more than 5 years experience of professionally working in different fields, such as Customer service, manufacturing, and assembling.

✉ contact-me@miguelfm.com

☎ 09684228475

📍 Imus, Philippines

## SKILLS

Critical Thinking

Decision Making

Communication Skills

Computer Skills

Web Dev / WebDesign

HTML / CSS

JavaScript

Bootstrap

WordPress

## LANGUAGES

English  
*Native or Bilingual Proficiency*

Nihongo  
*Professional Working Proficiency*

Tagalog  
*Native or Bilingual Proficiency*

## INTERESTS

Community Involvement

Technology

Traveling

Self improvement

Podcast

Anime

## WORK EXPERIENCE

### Electrical equipment assembler, Control Panel and Distribution panel assembling work

Hitachi, Ltd. Railway Systems, Business Unit Kasado Works

04/2016 - 04/2019

Kudamatsu Shi, Yamaguchi Prefecture Japan

*Achievements/Tasks*

- Completed a 3 year trainee program as a Electrical equipment assembler.
- Learned Japanese work ethic, techniques and new technologies.

### Customer service associate, Technical support CONCENTRIX Bacolod

10/2012 - 04/2015

Bacolod city Philippines 6100

*Achievements/Tasks*

- Level 2 Customer service associate, Technical support for Time Warner cable customers.
- Customer service associate, Technical support for Comcast Technicians and Customers.

### Customer service representative TDCX (PH)

06/2020 - 11/2020

Pasig, Philippines

*Achievements/Tasks*

- Technical /Customer support staff for an online streaming service.

## EDUCATION

### College Education

University of Saint La Salle Bacolod

2007 - 2012

Bacolod City 6100

*Courses*

- Bachelor of Science in Information Technology

### High school education

Open Door Christian Academy

06/2005 - 03/2007

Talisay city 6116

### Elementary education

Bacolod Tay Tung Highschool

06/1996 - 03/2005

Bacolod City 6100

## CERTIFICATES

### Japanese-Language Proficiency Test N4

*Standardized criterion-referenced test to evaluate and certify Japanese language proficiency for non-native speakers.*

Technical Intern Training Completion at Hitachi, Ltd. Railway Systems, Business Unit Kasado Works. (04/2016 – 04/2019)

Japan's Technical Skills Test Level 3 for Electrical Works. (12/2018)

80 hours of Creating Drawing Using Cad Software at Technical Education And Skills Development Authority (TESDA) (09/2012)

National Certificate 2 (NC 2) in Computer Hardware Servicing (05/2013 – 05/2018)