Darwin Prejula

Front-End Web Developer

PROFILE

"Adaptable Call Center Representative transitioning to IT with expertise in React.js, JavaScript, CSS, and HTML. Known for exceptional service, strong communication, and problem-solving skills. Eager to apply my customer-centric approach and quick learning ability to contribute to IT roles, particularly in front-end development."

📞 +63 947-747-3412   ✉ niwrad028.dp@gmail.com

📍 B5 L9 Eksclusivo Compound Subdivision, Brgy. Quilib, Rosario

PROFESSIONAL EXPERIENCE

Customer Service Representative

TaskUS Batangas | Nov 2021 – Present

- Assisting customers with order placement, addressing delivery-related inquiries, and resolving issues promptly.
- Ensure a seamless customer experience by coordinating with delivery partners and restaurant partners to facilitate timely and accurate deliveries.
- Provide information on promotions, menu items, and app features to enhance overall customer satisfaction and loyalty.

Branch Manager

RD Pawnshop Inc. | June 2018 – Oct 2020

- Oversee daily operations, ensuring compliance with policies and regulations while fostering a customer-centric environment.
- Maintain the security and organization of the pawned items, implementing rigorous inventory management practices.
- Assess the value of items accurately, utilizing my expertise to determine fair and competitive valuations.

Customer Service Representative
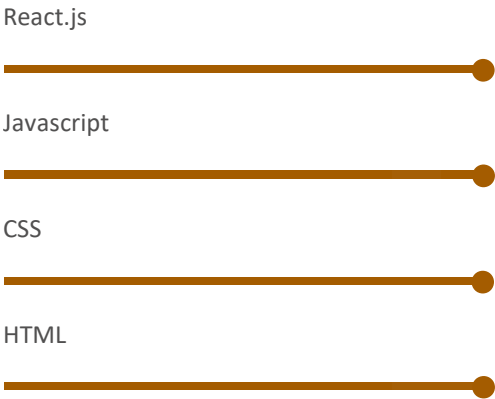
Convergys Philippines | Nov 2016 – Dec 2017

- Managing customer inquiries and concerns related to billing and payment processes.
- Ensure accurate and timely resolution of billing discrepancies, process payments, and assist customers in understanding their statements.
- Strive to provide excellent customer service by addressing queries, offering solutions, and maintaining a positive customer experience.
- I am adept at utilizing billing software and systems to facilitate efficient and error-free transactions, contributing to overall customer satisfaction and retention.
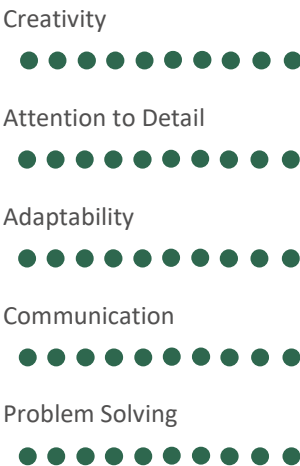
EDUCATION

Bachelor of Science in Information Technology

STI College
Lipa City, Batangas 4217
April 2013

PROGRAMMING SKILLS

React.js

Javascript

CSS

HTML

ADDITIONAL SKILLS

Creativity
●●●●●●●●●●

Attention to Detail
●●●●●●●●●●

Adaptability
●●●●●●●●●●

Communication
●●●●●●●●●●

Problem Solving
●●●●●●●●●●

Mechanical Assembler

Cohu Delta Design Phil. LLC | Nov 2014 – Nov 2016

- Meticulously interpret blueprints to assemble components.

- I ensure high quality through thorough checks and defect resolution.

- Collaborating with the team, I troubleshoot and resolve mechanical issues for precision in the final products.

PC Warehouse Encoder

Fujitsu Die-Tech Corporation of the Phil. | Jan 2013 – June 2013

- Accurately recording and updating inventory data for Production equipment.

- organize and track incoming and outgoing shipments, ensuring proper documentation.

- I collaborate with the warehouse team to maintain an efficient and well-organized inventory system, contributing to seamless operations and timely order fulfilment.

Time Management
● ● ● ● ● ● ● ● ● ●

Team Collaboration
● ● ● ● ● ● ● ● ● ●

Continous Learning
● ● ● ● ● ● ● ● ● ●

Analytical Thinking
● ● ● ● ● ● ● ● ● ●

Open Mindedness
● ● ● ● ● ● ● ● ● ●

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

DARWIN M. PREJULA

Applicant