**NORZAIN D. AROBINTO**

**CONTACT**



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Sumilang Subd., Brgy. Dalandanan

Valenzuela City, NCR

**EDUCATION**

**Associate in Computer Technology**

College of St. Adeline - Datamex  
Yr. 2014 – 2017

**SKILLS**

**Professional**

* System Developer
* Subject Matter Expert
* Technical Support Representative
* Customer Service Representative
* Salesman

**Technical**

* Microsoft Office Programs
* Cs6 Photoshop.
* Database System

Development in Visual Basic 6.0.

* Basic System Development in

Turbo Pascal/Turbo C.

* Technical Writing.
* PC Troubleshooting.
* Android and IOS Troubleshooting
* Computer Literate

**STRENGHTS**

**Gallup Strength Finder:**

* Discipline
* Responsibility
* Achiever
* Can Work under Pressure.
* Fast Learner.
* Good in Communication Skills.
* Computer Literate

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* Flexible.
* Positive Attitude
* Honest and loyal

**OBJECTIVE**

A Driven and enthusiastic team player applying to obtain a fulltime position where I can contribute my past job experience and energy to the Company, as well as expand my work ethic by learning and interacting in an environment that has opportunities for growth and Development.

**WORK EXPERIENCE**

**Concentrix Cyberwest**

**CSR | Oct 2020 – Present**

* Responsible for keeping Data of Customers Updated
* Fixing and Explaining the bill of the customers.
* Troubleshooting Network or Device Problem
* Explaining the leasing of Devices
* Keeping the customer updated for new promotions.

**Teleperformance Octagon**

**Subject Matter Expert | Mar 2019 – Jan 2020**

* Helping Customers on their Internet connection Problem
* Responsible on taking Supervisory call
* Keeping Customers Data updated.
* Gathering Data.
* Helping New technical support agent on their calls.
* Making a summary on daily calls received.
* Filing a report if there’s a problem with the system.

**Digital Data Corp**

**System Developer | May 2017- Oct 2017**

* Responsible for developing the current system based on clients’ need.
* Responsible for maintaining Database Data.
* Helping the client and Customer on Data’s that is inaccurate.
* Making a report on progress that is currently developing.

**College Of St. Adeline Datamex**

**Asst. Computer Tech | Sept 2016 – Jan 2017**

* Responsible for Reformatting and Installing software on Computers.
* Helping the professors on running software teaching need.
* Assisting students in how to use Computers.
* Responsible for maintaining Computers running smoothly and updated.

**CenterPoint Jeddah Shopping mall**

**Salesman | Jul 2015 – Aug 2015**

* Helping Customer on their needs
* Responsible on cleaning the aisles.

**St. Francis Square**

**Salesman | Oct 2014 – May 2015**

* Helping Customers on their needs.
* Responsible on Daily transactions.
* Updating sales inventory.

**SEMINARS AND TRAINING ATTENDED**

* NSTP Leadership Training

March 2015

Mt. Makiling Laguna

* Pre- Employment Seminar

February 2017  
North Fairview Quezon City.

* VR Philippines 3-days training

February 2019

Boni Mandaluyong City.

**ACHIEVEMENTS**

* 2nd Runner UP on SPL Programming

IT Day College of St. Adeline | Feb 2015

* Champion ON SPL Programming

IT Day College of St. Adeline | Feb 2017

* 2nd Runner Up ON Database Programming
* IT Day College of St. Adeline | Feb 2017