**Joshua Adolfo Martirez**

Mobile No.: +639234074068  
Email Add: [martirezjosh@gmail.com](mailto:martirezjosh@gmail.com)

**Current Location:** E. Aguirre Street, Tophills, Pilit, Cabancalan,Mandaue City  
Cebu, Philippines 6014

**Desired Position:** Booking Salesman  
**Availability:** Immediately

**WORK EXPERIENCES**

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| **Sales and Technical Support Specialist Level II**  Duration: Oct 2012 - Present  Company: Stream Global Services Phils. / Convergys  Location: I2 Building, IT Park, Lahug, Cebu City, Phils.  Department: Dell Computers | I mainly handle both email and calls from American clients not only to diagnose and find out the points of failure of a computer, provide ownership until the issue reported is resolved, but also sell computers and accessories such as: monitors, sound bar, docking stations, printers, etc. As a level (II) support, I manage to look after the team and serves as a consultant to ensure the quality of the service. |
| **Technical Support Specialist**  Duration: May 2012 - Oct 2012 (Transferred)  Company: Convergys Services Phils.  Location: TGU Building, IT Park, Lahug, Cebu City, Phils.  Department: Comcast (ISP) | I handle chat sessions with American customers to attend on their email password, phone and internet connectivity issues. We sell internet service packages, phone modems and cable service while providing technical support to their products. |

**EDUCATION**

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| **Bachelor of Arts in Linguistics and Literature**  University Of San Carlos  Nasipit Talamban Cebu City Philippines  **Apr 2008 - Oct 2014** |
| **Cabancalan II National High School**  M.L Quezon St., Cabancalan, Mandaue City  **2003 – 2007** |

**SKILLS**

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| 1. Time Management | I can work on flexible schedule. I am self motivated, I got high initiative, and high level of energy. I can work in flexible situations. |
| 2. People management and communicaltion | I can work with different people and personalities ethically and interpersonal communication professionally. I am excellent in all language skills including: reading, listening, writing, and speaking using English. |
| 3. Multitasking | I can manage multiple tasks, and can handle critical situations, wise decision-making, problem analysis and problem solving. |
| 4. Customer Service | I am tolerant to stressed situations, use of judgment and solve problems efficiently, and ability to work under pressure. |
| 6. Technical and Technological Skill | I am excellent in both computer hardware and software, and I am very much familiar with Windows (Vista, XP, 7, 8, 8.1) environment and programs such as Microsoft Office and Adobe Acrobat and photoshop. |
| 7. Sales ability | I am an experienced customer service/technical support and sales representative. I have strategic skills in negotiating and convincing. |

**BEST REFERENCES**

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| --- | --- |
| **Adam Dane Giangan**  **Trade/Marketing Specialist** Zeullig Pharma Inc.  Tel.No.: 09328621391 Email: agiangan.pd12@yahoo.com Relationship: Colleague | **Robelyn Pataray**  **Team Manager/Leader** Stream Global Services / Convergys  Tel.No.: 09322220485 Email: Robelyn.Pataray@Convergys.com Relationship: Team Manager/Leader |
| **Charmaine Glen Gonzaga**  **Key Account Manager** Unilever Philippines  Tel.No.: 09989640937 Email: charmaineglen.gonzaga@gmail.com Relationship: Colleague |  |