

Reyna Jane S. Cabuga

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WORK EXPERIENCE

N2N Solutions, Inc. February 3, 2020 – Present

V Rama Ave, Cebu

Account Manager

- Addressing customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships.
- Creating strategic perspective to gain more sales.
- Attend various event and seminars in order to learn new ideas on sales strategies and meet clients along the way.
- Make research on the products especially on the technical specification side.
- Educate clients on what is best for their company needs.

SPI CRM-Dumaguete, August 30, 2016 – August 16, 2018 (2 years)

Brgy. Bagacay, Dumaguete City, Negros Oriental 6200 Philippines

Technical Support Representative

- Answer inbound phone calls from the customers.
- Assist professionally to every caller in their needs especially on the technical aspect.
- Making troubleshoots with clients whenever they lost their internet connection.
- Support thru calls from the users /customers with inquiries regarding connectivity and similar concerns.
- Inform them on their monthly dues or billing on their availed plans.
- Analyze every issue and create an idea to solve clients request.
- Escalate client's concern to the backend support whenever the agents cannot fix the issue.

EDUCATIONAL ATTAINMENT

AMA Computer College - SY. 2014 - 2019

Dumaguete City, Negros Oriental 6200

Magna Cum Laude in BS Computer Engineering

Metro Dumaguete College, April 2019 – August 2019
Dumaguete, Negros Oriental 6200
National Certificate II (NC II) – Computer Systems Servicing

Siaton National High School – SY. 2010 - 2014
Brgy. 3, Siaton, Negros Oriental 6219
Graduated as Valedictorian

Magsaysay Elementary School – SY. 2004 - 2010
Brgy. Magsayay, Dauin, Negros Oriental 6219
Graduated as Valedictorian

SPECIFIC SKILLS AND STRENGTHS

- ❖ First of all, honesty is my greatest strength.
- ❖ Able to handle and prioritize certain issues of client even under pressure
- ❖ Professionally deals with clients to augment sales for the company.
- ❖ Has knowledge in specs of various IT equipment.
- ❖ Maintains knowledge of technology innovations and trends.
- ❖ Install and configure computer systems.
- ❖ Set-up Computer Networks
- ❖ Se-up Computer Servers
- ❖ Maintain and Repair Computer Systems and Networks
- ❖ Performs other related duties as assigned

Please feel free to contact me for more information.