

JEREMIAS A. FRANCISCO

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OBJECTIVE:

Looking for a challenging opportunity to fully utilize my skill sets and develop the best organizational skills to contribute to the company's growth.

WORK EXPERIENCE:

• Customer Service

Sitel Group | September 2021 - October 2022

Providing first level of customer care experience for Telco and Propane gas account. The job includes order taking, billing inquiries and adjustments, product inquiries and direct the customer to the proper department.

• Technical Support - Tier II

Alorica | November 2019 - May 2021

Supporting US Dental provider remotely with their dental application software. The software has several modules like appointment book, patient chart, patient ledger, document center and payment processing. Making sure that these modules are perfectly syncing and working for both workstations and server.

• Technical Support / Customer Service

Sykes - May 2019 | Nov. 2019

Support US professors for creating and maintaining their teaching materials. Making sure that it was tested and working well so that students can register to their learning module. Helping college student with their access card for enrolling to their learning module based on their major.

• Freelance Web Developer

Elance, Inc. / Upwork | 2009 - 2018

Create, modify and maintaining clients website using wordpress, e-commerce website using woocommerce and php custom website. Elance is a hub where I can get a project for specific client requirements.

• Systems Analyst / Programmer

Edisy Trading | 1998 - 2000

Main job description is to create and maintain application program for barcode printer for end user without having technical difficulties using the printer. I have worked and made specific programs for major clients such as National Bookstore, Landmark, Regent Foods and Aboitiz Air.

• MIS Programmer

Salinas Corporation | 1997 - 1998

As MIS Programmer which responsible to create small piece of program to join other old application programs. Act as Network Administrator for their Local Area Network using Windows Server. Maintains SAP using Lotus Notes. Create monthly reports and participate in facilitating the monthly meetings where most of the data came from the MIS Department.

EDUCATIONAL BACKGROUND:

B.S Medical Technology
Trinity College - QC
S.Y. 1995 - 1997
Undergraduate

Computer Programming
STI - Caloocan
S.Y. 1992 - 1994

Quezon City High School
S.Y. 1988 - 1992

Tatalon Elementary School
S.Y. 1981 - 1988

TRAININGS AND SEMINARS:

Lynda.com

Web Development

September 2009 - March 2010

Computer Networking
Career & Training
Center (CNCTC)

PC Networking and
Administration, PC
Hardware and Software,
Troubleshooting & Repair
March 2006 - May 2006

MFI Foundation Inc.

Network Technology

Feb 2006 - March 2006

Web Page Design

May 12, 2003 - May 29, 2003

Philippine Article &
Numbering Council

QR, 3D and 2D Barcode
Symbology

June 1998

ADDITIONAL SKILLS:

• Software and Hardware • Windows Server and LAN/WAN • NCR P.O.S. Machine and Server • Barcode Printer & Scanner
• Quickbooks • MS Office and Open Office • Web Development (Wordpress & Woocommerce) • HTML, CSS / Saas, JS /
jQuery, some ReactJS • PHP • MySQL and NoSQL(MongoDB, Firebase)