

**RAUL A. SURIA JR**

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**SUMMARY:**

I am a graduate of a 2 year course in Computer Technology with almost 2 years of work experience in BPO. I am very good in critical thinking, analysis, problem solving and communication. Looking for a new opportunity in web development to strive for growth and learning.

**EDUCATIONAL BACKGROUND****COLLEGE**

June 2013 – Feb 2015

Associate in Computer Technology

Asian Institute of Science and Technology

**HIGHSCHOOL**

June 2011 – March 2012

Dasmarinas National Highschool

**ELEMENTARY**

June 2006 – March 2007

Dasmarinas Bagong Bayan Elementary School

**ACHIEVEMENTS**

National certificate 2 passer computer hardware servicing

**SKILLS**

- HTML
- CSS
- JavaScript
- PHP
- MySQL
- Bootstrap
- Laravel
- Node JS

## **WORK EXPERIENCE**

**Customer Service Representative / Real time analyst (WFM), WNS global services, 9th floor 1880 building Eastwood City Libis, Quezon City September 2015 – August 2017**

- Providing good customer experience
- Educating the customer about the airline policies and products
- Providing resolutions for all inquiries.
- Forecasting if an interval will fail or not
- Reporting details about the productivity of the account
- Managing agents on their breaks

**Technician, MAXSAVER/ Mila De lin Trading, Dasmarinas city, Cavite January 2015 – February 2015 (On the job training)**

- Installing computer hardware and software systems
- Maintaining computer parts and performance
- Troubleshooting of computer issues
- Setting up computer security measures
- Configuring computer networks and offering technical support.
- Customer service operations

## **PERSONAL DATA**

Height	:	5'4
Weight	:	53 lbs.
Status	:	Single
Religion	:	Iglesia ni Cristo
Birthdate	:	April 8, 1995
Gender	:	Male
Nationality	:	Filipino
Language Spoken	:	English, Tagalog

## **CHARACTER REFERENCE**

<b>NAME</b>	<b>DESIGNATION</b>	<b>CONTACT NUMBER</b>
Joey Alabin	Agent	09082128366
Pauleen Aunario	Programmer	09267970031
Nikko Brylle Ramos	Manager	09295975431

I hereby certify that the above information are true and correct

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**Signature**