**SHERWIN M. SANGALANG**

390 Purok Acacia, San Joaquin, Sto. Tomas City, Batangas

0926 708 0720

sherwin.m.sangalang@gmail.com

## Professional Summary

Motivated and reliable individual with hands-on experience in non-voice BPO operations, including data encoding, document scanning, and image editing using Photoshop. Currently managing a small e-load/GCash business and assisting in a computer shop. Background in IT with skills in hardware troubleshooting, software installation, and basic programming. Seeking a stable and growth-oriented position in the BPO industry to support personal and family needs.

## Skills

* - Data Encoding and Document Processing
* - Image Editing (Adobe Photoshop)
* - Basic Programming (HTML, CSS, JavaScript, CMD, Java)
* - Computer Hardware and Software Troubleshooting
* - Microsoft Office (Word, Excel, PowerPoint)
* - Customer Service (non-voice support)
* - Printing and Photo Services

## Work Experience

**Data Technician / Encoder**

SPI Global

Nov. 2010 to Apr. 2011

- Encoded and processed large volumes of data accurately.

- Scanned and cleaned documents and books for digital documentation.

- Used Adobe Photoshop for document preparation and image enhancement.

**Computer Shop Assistant (Part-Time / Family Business)**

Self-Managed / Family-Run Business

2016 to 2025 – Present

- Printed documents and ID photos for customers.

- Assisted with basic computer troubleshooting and customer support.

- Operated and maintained shop equipment.

**Owner – Small e-Load and GCash Business**

2020 to 2025 – Present

- Managed mobile transactions and daily customer orders.

- Provided basic financial services to local customers.

## Education

**INFORMATION TECHNOLOGY**

DLSP (PLSP now) San Pablo City, Laguna

SY 2010

## Certifications / Training

- Basic IT / Computer Troubleshooting Training

## References

**Mr. Nilo Sarmiento**

Brgy. Chairman

San Joaquin, STB

0919 072 7984