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ASK - 11/4/17

9:14pm

START ON NOV. 9, 2017

<sup>EPARE</sup>  
**Jason E. Sa**

Caimito Canjula  
Lapu-lapu City, I  
0916-777-1151  
Jasonsamson16@gmail.com



**CAREER OBJECTIVE**

To obtain a position that will utilize my knowledge and skills in a challenging environment where I could improve and become an asset to the company.

**WORK EXPERIENCE**

**Technical Support Level II**  
*19005 10 0001*

Convergys Corporation  
i2 Bldg, Asiatown, IT Park,  
Barangay Apas, Cebu City  
December 15, 2015 - Present *October 25, 2019*

Tasks/Responsibilities:

*Basic - 10k  
Admin - 5k*

- Troubleshooting about internet related issue such as internet out, slow speed, and intermittent connection over the phone.
- Handle customers email and McAfee Anti-virus protection escalations.
- Guide the customer navigating the Time Warner Cable website.
- Creating Wifi Hotspot portal
- Process customer payment over the phone.

*Mr. Karl Ledardo*

*average calls in 15-20 calls; handling time - 15-20 mins  
had a sleep amount notified.*

**SKILLS**

- Knows using HTML, PHP, CSS and Java Script for web design developing.
- Familiar with other programming languages like Java, Visual Basic, Assembly language and C#.
- Photo and Video editing using Photoshop, Gimp and Sony Vegas.
- Adobe Flash

*Jason*  
**JASON E. SAMSON**  
Signature over printed name

Date: 11-08-17

- Computer Literate (Microsoft Word, Excel and Power Point).
- Technical Skills about internet issue troubleshooting like slow speed, intermittent and no connectivity.
- Filing, Encoding and Sorting.
- Ability to work under pressure.
- Very particular with details.

## ACADEMIC QUALIFICATIONS

March 26, 2016	COLLEGE DIPLOMA GRADUATE Bachelor of Science in Information Technology STI College of Cebu Salinas Drive Lahug Cebu City
April 2, 2011	HIGHSCHOOL DIPLOMA Johnny Ang National High School Katangawan, General Santos City
March 31, 2007	ELEMENTARY DIPLOMA Katangawan Central Elem. School Katangawan, General Santos City

## REFERENCE

**Sheila Mae Lumanta**  
Customer Service Representative  
Convergys Corporation  
11 Bldg. Asiatown, IT Park,  
Brgy. Apas Cebu City  
0933-163-9009

**John Bryan Cantiveros**  
School Instructor  
STI College of GenSan  
J. Catolica General Santos City  
0916-227-5192

**Ernalyn L. Caresosa**  
System Analyst/Senior Programmer  
Geodata Solution Inc.  
Marbel South Catabato  
0933-315-0058

- s.p. of 4 siblings  
- father - taxi driver  
- mother - nurse

Basic Salary: 13k/month

8/16/16  
20/16-2

Remun'd  
4/16

*Jason E. Samson*

**JASON E. SAMSON**

Signature over printed name

Date: 11-08-17