

METHUS M. MEZO

Address: Bongbong, San Francisco, Southern Leyte

Phone Number: 09538745973

Email: methusmmezo24@gmail.com

OBJECTIVE

A dedicated and self-driven individual. Seeking an opportunity that will enable my excellent background and skills to thrive and be able to contribute to diverse organizations.

TECHNICAL SKILLS

- Good background in Policy analysis and Public administration
- Proficiency in Microsoft Office tools, Service Now, Outlook, Canva, AI Tools, Teams, and the Internet
- Can accurately define a client issue and can interpret and design a resolution based on deep product knowledge.
- Technical support
- Customer service and Order Management

PERSONAL SKILLS

- Good verbal and written communication skills
- Organizational skills
- Analytical skills
- Interact effectively within a diverse environment

EDUCATION

BACHELOR OF ARTS IN POLITICAL SCIENCE

Leyte Normal University - Paterno St., Tacloban City Leyte

PROFESSIONAL EXPERIENCE

ACCENTURE INC.- TECHNICAL SUPPORT ASSOCIATE

- Act as the ongoing interface between the client and the system or application.
- Can accurately define a client issue and can interpret and design a resolution based on deep product knowledge.
- Experienced handling inbound and outbound calls from international clients (US and Canada) and third party for customer service.

- Proficient in handling Order Management transaction such as managing and reporting on execution of deliverables through Service Now.
- Actively perform activation assistance, cancellation, enrolment, marketing options, merge-match, password reset, profile updates, forgot card, certificate management, point management, offers and articulate member benefits.
- Trained invoice account for telecommunications
- Proactively engaged in organizing team event; used editing tools such as Canva, Adobe and AI for ecard invites.

PRE-PROFESSIONAL EXPERIENCE

Leyte Normal University – Social Science Unit

- Participates in the collection and interpretation of data through Tracer Study, prepare reports, and academic proposal in a timely manner.

WORK IMMERSION PROGRAM – LEGISLATIVE DEPARTMENT

Legislative Department of San Francisco, Southern Leyte

- Provides general assistance to legislative Secretary, and staffs including drafting of proposal, records of minutes, preparation of reports, and create PowerPoint Presentations.
- Managed accurate and organized files for data, including supporting documentation and archived records

References available upon request.