

referred: Lucky Dela Cruz

CSIT back office > SME in 24/7

Non Voice only due

ok

3/20/18

@ 8:30pm

**Block III-46 St. Juana Osmeña Extension**  
**Camputhaw Purok-8, Cebu City**  
09954126961 / 236-3460  
junel.almendras@gmail.com

commute  
3-5 minutes

**JUNEL A. ALMENDRAS**

**Personal Data :**

wife - Lingo 24 (Translation)

Age	29
Date of Birth	August 29, 1988
Civil Status	Married
Citizenship	Filipino
Sex	Male
Weight	85 kgs.
Height	5'9"
Religion	Roman catholic
Dialects Spoken	English, Tagalog, Cebuano

M: Elena Almendras (HW)  
 F: Homer " (Bartender)  
 S: 2 (eldest)

~PP: 49  
 ACC: 96.8

CS: 5.5  
 DS: 2nd wk of may  
 SE: PR - 20K (negotiable)

**Educational Background :**

**College**

School	University of San Jose-Recoletos
Address	Basak Pardo, Cebu City
School Year	June 2005 – October 2009
Course	Bachelor of Science in Information Technology
Internship Scope of work	Cebu Pacific international Language Service (CPILS) Fixed/reformat computers and assists students. (graduate)

1 kid - Gerson

**Secondary**

School	Abellana National School
Address	Osmeña Blvd, Cebu City
School Year	June 2001 – March 2005

**Skills:**

- ❖ Proficient in windows application ( Windows and Open Office: Word, Excel, PowerPoint, Access)
- ❖ Knows how to set-up and fix computers
- ❖ Internet Savvy
- ❖ Familiar with the following programming languages

- Visual Basic
- C/C++
- PHP
- DBMS

## Work Experiences:

- part time w/ making programs / graphic designing*
- Company: 24/7 Customer Care *acct's about to close till April 30, 2018*  
 Place: E Bloc 3, IT park Apas Cebu City *BP = 16, mo k*  
 Date: October 5, 2015 - present *(2yrs)*  
 Position: Customer Care Chat Support *Acct: ATNT*  
 Scope of Work: Processing work order and handles customer concerns.
- Company: Convergys *changes / pay issues = no transparency (management) (pay scheme)*  
 Place: TGU Tower building 9<sup>th</sup> floor, IT park Apas *BP 17, mo*  
 Date: March 2010 - October 2015 *(5 yrs 4 mos)*  
 Position: Sales and Billing Chat Support *Acct: comcast*  
 Scope of Work: Processing work order and handles billing issues
- Company: Qualfon *- school projects = these (almost 3 months) BP = 12, mo*  
 Place: Skyrise 3 building, IT park Apas  
 Date: November 2009 - February 2010 *(part-time) = (student) = resigned to finish his studies*  
 Position: Technical support, *Acct: trackphone*  
 Scope of Work: Resolving customers technical issues regarding phones.
- Company: Spi Technologies *(student) (part time) - common fin-*  
 Place: Ground floor 11 building, IT park Apas  
 Date: May 13, 2009 - July 2009  
 Position: Customer and data support staff, *\*not able to handle the schedule and got sick so he resigned and continue his studies*  
 Scope of Work: Routing jobs for MT's, *(almost 3 months)*

## Character References:

Available upon request.