



Francis Dave G. Monteron

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10 Alo Compound Elizabeth Pond Street Kamputhaw Cebu City, Philippines

Experience

6 years of total experience

Feb 2017 – Oct 2018
(1 year 8 months)

Level 2 - Technical Specialist

KKH Philippines Technology and Information Service | Central Visayas, Philippines

Industry Call Center / IT-Enabled Services / BPO
Specialization Technical & Helpdesk Support
Role IT Support/Helpdesk
Position Level 1-4 Years Experienced Employee
Monthly Salary PHP 22,500

I handled the following:

- Remote Session, Android OS installation
- Escalations and Complaints through email using Zendesk Platform
- Outbound Supervisory Call
- Service Desk Specialist and Website Error
- Floor Support

Nov 2015 - Aug 2016
(10 months)

Level 2 - Technical Specialist

Sykes Asia, Inc. | Central Visayas, Philippines

Industry Call Center / IT-Enabled Services / BPO
Specialization Technical & Helpdesk Support
Role IT Support/Helpdesk
Position Level 1-4 Years Experienced Employee
Monthly Salary PHP 18,000

I handled the following:

- Supervisory Calls
- Floor Support
- Escalation and Complaints ticket through email using Zendesk
- Remote Session, Android OS installation

Jan 2015 - May 2015
(5 months)

Customer Support Representative

Teleperformance IT Park Lahug Cebu City | Central Visayas, Philippines

Industry Call Center / IT-Enabled Services / BPO
Specialization Technical & Helpdesk Support
Role IT Support/Helpdesk

Position Level **Fresh Grad / < 1 Year Experienced Employee**
Monthly Salary **PHP 16,000**

I was a Travel Agent, we handled Flight Booking from different airlines in the US and other countries. We also have events, hotel and car bookings. I have been trained with different GDS used by various airlines like Amadeus, Worldspan, Apollo and etc.

Nov 2013 - 2014
(2 months)

Moon Cafe Commisary - Kitchen Staff
Pages Holdings, Inc. | Central Visayas, Philippines

Industry **Food & Beverage / Catering / Restaurant**
Specialization **Food/Beverage/Restaurant Service**
Role **Food Preparation/Kitchen Hand**
Position Level **Fresh Grad / < 1 Year Experienced Employee**
Monthly Salary **PHP 7,500**

We process different raw meat like chicken, beef, pork and even different kinds of seafood.

Oct 2012 - Mar 2013
(6 months)

Service Crew
PanAsiaManPower and General - Tom's World | Central Visayas, Philippines

Industry **Entertainment / Media**
Specialization **Customer Service**
Role **Customer Service - General**
Position Level **Fresh Grad / < 1 Year Experienced Employee**
Monthly Salary **PHP 7,500**

We cater to people's needs, machine maintenance and service crew tasks.

Dec 2011 - May 2012
(6 months)

Service Crew
McDonalds – Escario, Golden Arches Incorporated | Central Visayas, Philippines

Industry **Food & Beverage / Catering / Restaurant**
Specialization **Food/Beverage/Restaurant Service**
Role **Food Preparation/Kitchen Hand**
Position Level **Fresh Grad / < 1 Year Experienced Employee**
Monthly Salary **PHP 4,500**

General Fast-Food tasks.

Education

2013

University of Southern Philippines - Foundation
Associate in Hotel and Restaurant Service Technology | Philippines

unlabeled

2010 - 2012

Cebu Technological University
Bachelor in Science Major In Mechatronics | Philippines

2010

University of San Carlos - North Campus
High School, General Maxilom Avenue | Philippines

Skills

MS Office and Customer Service

Basic Knowledge in MS Office application, English language proficiency, Customer service skills

Character References

Name	Occupation	Contact Number
Joneil Lim	QA Analyst	+639772100947
Elmer Meñoza	Product-Specific Trainer	+639171570133
Charlz Luther Manuel	Account Manager	+639777521453