

JOANNA MARIE V. ALBIA

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Email Address: joanne0078@gmail.com

Address: Talisay City

Career Objective:

To succeed in every work assignment through self- dedication and hardwork in relation to company's vision, mission and goal.

Summary of skills:

- Customer service-oriented
- Computer literate
- Knowledgeable in Microsoft Office
- Technical Support Professional
- Troubleshoot computer hardwares
- Knowledgeable in WordPress, Website Builder, HTML and Sitebeat Builder
- Knowledgeable in domain hosting and email hosting
- Troubleshoot website errors and email issues

Work Experiences:

Technical Support Specialist/Chat Specialist (Website and Email hosting)
Dreamscape Networks Inc.
11/F Philam Life Building
Cebu Business Park, Cebu City
March 2017 – May 2019

Old office address:

14/F AppleOne Equicom Tower, Mindanao Ave. Corner Biliran Road,
Cebu Business Park, Cebu City
September 2015 – June 2016

Responsibilities: Troubleshoot website errors and fix emails issues

moved to Albay

Customer Service Representative (Part Time)
Infinet Outsourcing Inc.
3rd Floor Embarcadero de Legazpi, Victory Village,
Legazpi City, Albay, 4500 Legazpi, Albay
September 2016 – February 2017

Responsibilities: To assist clients with their electricity issues.

*moved back to Cebu
cos of better opportunities*

*apply
1st*

Technical Support Professional/Chat Agent (Dell Account)
Stream Global Services Inc./ Convergys Philippines
6F/7F I2 Building Asiatown IT Park
ApasLahug, Cebu City
February 2012 - September 2015
Responsibilities: Troubleshoot computer hardware issues.

*Cebu Global Telecenter
2010 - 2011
Company closed*

Educational Background:

College: (2002-2004)
University of San Jose- Recoletos
Bachelor of Science in Psychology
Main Campus, Magallanes St. Cebu City
(2004-2007)
Cebu Institute of Technology University
Natalio B. Bacalso Ave, Cebu City, 6000 Cebu

Secondary: (1998 - 2002)
University of San Jose- Recoletos
Basak Campus,
BasakPardo, Cebu City

Elementary: (1992-1998)
Mambaling Elementary School
Tabada Street,
Mambaling Cebu City

CHARACTER REFERENCES:

Janice Guasa
Team Leader
Dreamscape Networks Inc.
09985541129

Chesternyl Alfar
Assistant Team Leader
Dreamscape Networks Inc.
09279162341

April Grace Medina
Colleague/Co-employee
Dreamscape Networks Inc.
09205422444