

ROLANDO G. DOCTOR JR.

#24 Rosal St. Vergonville Subdivision, Pulanglupa
Dos, Las Piñas City, Metro Manila

Contact Number: 09239642941

Email address: rolandodocjr11@gmail.com



SKILLS

- Ability to work in a team environment
- Creating a positive environment
- Ability to prioritize and to multi-task
- Excellent time management skills
- Proficient in Microsoft Office software
- Has Knowledge in Programming Languages such as HTML5, Java, CSS, C# and C++
- Has Knowledge of Adobe Applications
- Tech Savvy

Work Experience

JULY 2020 – JANUARY 2021

TCL ELECTRONICS (Australian Account)

Position: Quality Analyst

Duties:

- >Monitoring Calls and Assessing agents’ opportunities for further improvement.
- >Do SMART coaching for agent opportunities
- >Planning and organizing meetings and conferences, including conference calls.
- >Maintained confidential, administrative support to the Account.
- >Take minutes of the meeting.
- >Produce monthly team progress reports

MAY 2018 – JANUARY 2020

TCL ELECTRONICS (Philippine Account)

Position: Quality Analyst/Trainer

Duties:

- >Monitoring Calls and Assessing agents’ opportunities for further improvement.
- >Do SMART coaching for agent opportunities
- >Planning and organizing meetings and conferences, including conference calls.
- >Maintained confidential, administrative support to the Account.
- >Take minutes of the meeting.
- >Immediate coaching for agents’ opportunities
- >Train newly hired agents for the account
- >Produce monthly team progress reports
- >Organize Training Sessions for Agent’s Skill Enhancements

JULY 2017- APRIL 2018

TCL ELECTRONICS (Philippine Account)

Position: Technical Support Representative

Duties:

- >Providing good quality service for customer problems/troubleshooting
- >Process proper escalation of Job Processing
- >Send Emails and SMS for Job Updates
- >Encode appropriate customer information for further transactions
- >Calls Service Centers for onsite repairs, etc.
- >Calls Stores for refunds and other transactions.

EDUCATIONAL BACKGROUND

Tertiary

Cavite State University Imus Campus Bachelor of Science in Information Technology	A.Y. 2013 – 2017
Technological University of the Philippines Ermita, Manila Civil Engineering Technology	A.Y. 2012 – 2013

Post-Secondary

Dr. Filemon C. Aguilar Information Technology Training Institute Dandelion St., Doña Manuela Subd. Las Piñas City Web Development	July 2010 – November 2011
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PERSONAL INFORMATION

Age:	28 years old
Date of Birth:	March 11, 1994
Place of birth:	Pamplona, Las Piñas City
Gender:	Male
Civil Status:	Single
Citizenship:	Filipino
Religion:	Iglesia ni Cristo
Languages spoke:	Tagalog and English

O.J.T. EXPERIENCE

Post-Secondary Course
Pacific Intercontinental College
Ema Yuhico St. B.F. Resort Village
Las Piñas City
August 2011 – September 2011
Web Developer
Remarks: 1.25

SEMINARS ATTENDED

Computer Literacy Program
S.T.I College Alabang Campus, Alabang Viaduct Muntinlupa City
S.T.I COMTECH Educational Development Program
July 2008

Certificates

Visual Graphics Design NC III
November 11, 2011
TESDA (NCR)
Computer Hardware Servicing NC II
November 11, 2011
TESDA (NCR)
Programming NC IV
November 11, 2011
TESDA (NCR)

CHARACTER REFERENCES

Jejie J. Camacho
NEXPERIA
Manager, Test process
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Customer Experience Supervisor
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Rolando G. Doctor Jr.

Applicant Signature