



ARSENIO MISSION JR.

CAREER OBJECTIVE

To become associated with a company where I can utilize my skills and gain further experience while enhancing the company Productivity and reputation.

PROFILE

Age: 23 years' old

Date of Birth: October 10, 1999

Place of Birth: La Castellana

Gender: Male

Civil Status: Single

Religion: Roman Catholic

Height: 5'6

Weight: 65kg

Father's Name: Arsenio F. Mission Sr.

Occupation: Farmer

Mother's Name: Emelda P. Mission

Occupation: House Wife

CONTACT

PHONE:
09919082322

EMAIL:
missionarsenio07@gmail.com

EDUCATION

Sum-ag National High School
(Automotive Servicing)
2017-2018

- NC1 Passer

Bacolod City College
Bachelor of Science Information System
June 2018- JULY 2022

- Member of **Student Supreme Governments**
- Member of **National Service Training Program**
- Awarded of **Best Capstone Project 2022**

WORK EXPERIENCE

ActiveSystem Software INC Technical
Support Specialist
August 2022- January 2023

- Suggested software and hardware modifications to reduce lag time and improve overall speed.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Explained technical information in clear terms to promote better understanding for non-technical users.

Lopues San Sebastian Corp. IT Personel
February 2023-July 2023

- Assisted supervisors with employee performance management and offered recommendations for approach and process.
- Cross-trained to cover other personnel staff duties to facilitate office management.
- Oversaw electronic processing to deliver appropriate paychecks and benefits to employees.
- Updated affirmative action plan to comply with federal guidelines.
- Coordinated implementation of people-related services, policies and programs through departmental staff.

SKILLS

- Customer service expert
- Ticket support system management
- MsSql Database Development
- C# Programming
- MySql Database Development
- Php Programming
- Phpmyadmin Database Development
- Data recovery
- Desktop support
- TCP/IP
- Technical issues analysis
- Network diagnostics
- Application support
- Windows 10

CHARACTER REFERENCES

Julie Ann M. Mission
Service Crew Mcdonald's
09121406278

Dianeza Z. Moniva
Office Clerk MLVL
09974511695