



# NESTOR FAJARDO Jr.

## My Contact

✉ nestor.fajardo.121@gmail.com

☎ (+63) 936 921 1758

📍 Block 2 Lot 2 Saint Mary Street,  
Patricia Homes Subdivision,  
Pamplona Dos, Las Pinas City,  
1740

## Education Background

### ● COLLEGE

- University of Perpetual Help System Dalta  
*B.S Electronics Engineering*  
Associate Degree (2012-2013)
- Adamson University  
*B.S Electronics Engineering*  
Associate Degree (2008-2012)

### ● SECONDARY

- University of Perpetual Help System Dalta  
Completed in 2008

## References

### ● Toni Atienza

- Supervisor  
(+63) 960 406 0530

### ● Kristoffenson Sangalang

- Supervisor  
(+63) 905 369 4763

### ● Joann Gatdulla

- Fraud Specialist (Colleague)  
(+63) 936 779 7539

## Career Objective:

To be able to provide excellent and accurate service to my client and to be able to share my knowledge and experience with the company.

## Professional Experience



*July 1, 2019 – Feb. 28, 2023*

Customer Service Representative III (Doordash) – June 2022 until January 2023

- Reactivating and deactivating accounts through chat or phone.
- Resolving fraud orders/charges.
- Retrieving accounts that was being hacked.

Customer Service Representative II (Doordash) – May 2020 – June 2022

- Resolving delivery issues through chat, email, and phone
- Troubleshoots failed payment transactions, app issues, etc.

Customer Service Representative (Telstra)

- Minimal Sales representative and Retention.
- Assist with bills and Telco Plans.
- Resolving disputes on bills.
- Taking on order follow-ups.
- Adding or removing addons on plans.



*June 30, 2014 – Jan. 15, 2016*

Technical Support Representative (Dlink) – 2015-2016

- Configured and troubleshoots LAN connections.
- Troubleshoots modem, routers, CCTV Cameras, Mobile devices and Computers.
- Configured CCTV Cameras like motion capture.
- Configured and troubleshoots LAN connections.
- Provided minimal customer support.

Technical Support Representative (Verizon Online) – 2014-2015

- Assisted customers over the phone to fix their internet connection.
- Configured and troubleshoots LAN connections.
- Configuring domain emails on a 3rd party software like outlook, thunderbird, etc.
- Provided minimal customer support.



# NESTOR FAJARDO Jr.

## Tools

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## Skills

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- Handle inbound and outbound calls
- Handle email and chat communication
- Perform online research
- Use Microsoft Office applications and Google Apps to create documents and files

	1 Poor	2 Fair	3 Good	4 Very Good	5 Advanced
MS Word / Google Docs				X	
MS Excel / Google Sheets			X		
MS PowerPoint / Google Slides				X	
Google Drive				X	
Google Calendar			X		
Google Form			X		
Facebook				X	
Instagram				X	
Twitter				X	
LinkedIn			X		
Discord				X	
Avaya			X		
Slack				X	
MS Teams				X	
Google Meet				X	
Zoom				X	