



Paquito Jr Lagaras Junsay

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+639939700534

Present Address:
block 32 lot 39 Kabugwason , Mansilingan, Bacolod 6100,
Negros Occidental, Philippines

Basic Information

| | | | |
|--------------------|--------------------|--------------------|-------------------------|
| Age | Birth Date | Gender | Civil Status |
| 36 | May 14, 1988 | Male | Married |
| Height (cm) | Weight (kg) | Nationality | Religion |
| 175 | 88 | Filipino | Christianity - Catholic |

Work Experience

I have been working for 16.99 years

Apr 2021 - PRESENT
(3 Years, 7 Months)

Operations Supervisor

RMS Collect
Call Center / IT-Enabled Services / BPO
Talisay City Negros Occidental

Excellent in customer service. Provide coaching and training for new hires. Handling a team of 15 headcounts. Responsible for ensuring performance is met.

Oct 2014 - PRESENT
(10 Years, 1 Month)

Technical support representative

Teletech Offshore Investment
Call Center / IT-Enabled Services / BPO
Bacolod

I have been a technical support representative for 3 yrs in an Telco account for Australian client and another 3 yrs for another telco in US. Now I am currently working as a Customer Service- Sales Representative for HP account. I was promoted Tier 2 when I was with Australian account. I handle escalation calls like , customer complaint and other unresolved issue for internet issue. As well as with American account, I am in charge for dispatching technician for possible line issue. The last account which I am currently working with , is dealing with customers who want to purchase online, Helping customer in placing their order and to secure their payments.

Nov 2010 - Aug 2013
(2 Years, 9 Months)

Cashier

Americana Food Company
Food & Beverage / Catering / Restaurant
Doha, Qatar

I am in charge in cash inventories, product inventory, food preparation, customer service.

Feb 2009 - Jun 2009
(4 Months, 3 Weeks)

Stockman

SM Mart Inc
General & Wholesale Trading
Makati

I am making sure that I have received the stocks correctly, stock arrangements, making sure that the stocks were in first in first out. Checking expiration date. Forwarding stocks to selling area

Educational Attainment

Jun 2005 - Apr 2008

John B Lacson Colleges Foundation

Bachelor's / College Degree
Marine Transportation

Licenses / Certifications

Apr 03, 2008

Completion of Academic Requirements
none

Government Documents

Passport

ID Number: P8636328A

Place of Issue: DFA BACOLOD

Date of Expiration: Sep 05, 2028

Trainings / Seminars

Jun 21, 2020 - Jul 21, 2020

Korean Language

Chinhan Ace Korean Learning Center

Bacolod city

Apr 10, 2008 - Apr 17, 2008

Safety of Life At Sea (SOLAS)

CAPT. VIRGILIO R. VILLAGRACIA

John B. Lacson Foundation Training Center- Guimaras / Iloilo

Skills

communication/ word / MS office Application

Languages

English

Character References

Eduardo Lagaras Jr.

Sales Rep

Toyota -Balintawak

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none@none.com

Elsa Jun Lajo

Team Lead

IQOR

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