

Allen Dacalcap

Cyber Café Assistant

Dubai

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+97152-1950695

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Willing to relocate: Anywhere

Work Experience

Cyber Café Assistant

Adrem Shop Zontaville

January 2017 to March 2018

Assist customers when they have trouble or question using computer softwares.

- ❖ Provide services such as printing, encoding, downloading and all other operations provide by the café.
- ❖ Must have primary knowledge of computer maintenance and software installation.
- ❖ Must possess knowledge on popular online and offline games because he or she will be assisting.
- ❖ Troubleshoots different kinds of computer programs, hardware and software.
- ❖ Provide excellent customer care.
- ❖ Maintain cleanliness and orderliness of the place.
- ❖ Time of customers of the number of minutes or hours they will use the computer or internet.
- ❖ Keep accurate records of logs and inventories of the shop

Customer Service Representative Curo Teknika

PLDT COMMUNICATION PHILIPPINES

May 2016 to May 2017

5th and 26th floor Robinsons Cyberscape Alpha
Building Garnet and Roads, Sapphire Rd, Ortigas
Center, Pasig City Philippines

(May 2016 - May 2017)

- ❖ Attracts potential customers by answering product and service questions.
- ❖ suggesting information about other products and services.
- ❖ Opens customer accounts by recording account.

Customer Service Representative

ALLIANZ SYNERGIA INC

January 2016 to April 2016

Attracts potential customers by answering product and service questions.

- ❖ suggesting information about other products and services.
- ❖ Opens customer accounts by recording account.

Education

Mary Angelicum Development Academy
2010 to 2014

Bagong Nayon IV National School
2004 to 2010

Skills

Typing (Less than 1 year)

Additional Information

PERSONAL SKILLS

- Speaking in public, to groups, or via electronic media.
- Handling complaints from clients & customers.
- Enjoy working as a team member as well as independently.
- Self-motivated, hard-working individual.
- Typing speed, Average of 40 words per minutes
- Basic knowledge in computer Hardware

PERSONAL INFORMATIONS

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Status: Single

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Height: 5'2

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Visa Status: Tourist Visa

Visa Expiration: April 22, 2019