

JOHN RAFAEL M. LAAO

Phone: (+971) 523772058

Address: Flat 502, Lebanese Pastry, Tourist Club, Abu Dhabi UAE

Email: jorellaao24@gmail.com

Date of Birth: November 07, 1994

Civil Status: Single

Nationality: Filipino

Visa Status: Visit Visa



CAREER OBJECTIVE

- Seeking a challenging position in a reputed professionally managed organization, I am utilizing my qualification, experienced and skills to works and lead the team of department towards further growth of the organization. I am able to endure extensive working hours and pressure. And ready to take on the challenges ahead.

CAREER PROFILE

- Well versed on Office Microsoft software's like MS Excel, MS Word, MS Power Point & MS Outlook (Basic Networking, Basic CAD, Basic Troubleshooting)
- Detail Oriented, flexible with good time management skills.
- Good listener and ability to pass message and deliver information clearly and accurately.
- Can be trained and adjust in any company's field in a short period of time.
- Can work under minimal supervision
- Well organize, self-starter, hardworking, responsible and accepts challenges toward excellence.

EMPLOYMENT EXPERIENCES

Company: SM Department Store

Industry: Sales

Job Title: Kids Apparel Section Salesman – (February 2015-June 2015)

(Duties & Responsibilities)

- Ensure high levels of customer satisfaction through excellent sales service.
- Advising & serving customers.
- Processing payments.
- Assisting customers in order to help them find what they need.
- Providing customers with information on pricing and product availability.
- Handling customer complaints or handing customers on to management.

Company: **PSRC Corporation**
Industry: **Trading**
Job Title: **I.T Department (Support/Help Desk) - (April 2016 – August 2016)**

(Duties & Responsibilities)

- Responding to queries via chat, email, or phone.
- Training other staff members on troubleshooting and diagnosing problems.
- Providing technical assistance for questions and problems.
- Resolving problems with networks and other computer systems.
- Diagnosing system errors and other issues.
- Following up with customers to ensure full resolution of issues.
- Installing or changing software to fix issues.
- Remotely accessing hardware or software for clients to make changes and fix problems.

Company: **Max Restaurant**
Industry: **F&B**
Job Title: **Waiter - (June 2017-September 2017)**

(Duties & Responsibilities)

- Greet and welcome guests.
- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.).
- Register & process guests and their assigned rooms.
- Answer all incoming calls and redirect them or keep messages.
- Accommodate guest requests.
- Communicating with hotel staff on the status of guest rooms.
- Up selling guest rooms and promoting hotel services.
- Handling cash payments.
- Maintain a clean and neat front desk area.
- Keep updated records and files.

Company: **Sterling Global Call Center**
Industry: **Call Center/ Customer Service**
Job Title: **Account Chowking (Customer Service Representative) - (October 2017-September 2018)**

(Duties & Responsibilities)

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Company: **Prestige Game Zone**
Industry: **Hospitality**
Job Title: **Customer Service (December 1, 2018-December 30, 2018)**

Company: **Ritaj Engineering Consultancy & Project Management**
Industry: **Trading**
Job Title: **Office Assistant (January 1, 2019-February 28, 2018)**

Seminar(s) and Activities Attended:

- **Goal Setting: Aiming Before Taking Flight. Ready, Set, Goal!**
February 10, 2017 (National University – Dentistry AVR)
- **Computer Research and Engineering Symposium (CoRES) 2017**
Wearable Technology (Polytechnic University of the Philippines)
January 20, 2017
- **CpEYesta:** Seminars on Programmable Logic Controller and Micro robotics
Technological Institute of the Philippines - Quezon, City
January 16, 2016

School Organization:

- Institute of Computer Engineers of the Philippines Student Edition (Member) 2013-2017
- Center for Future Computer Engineers (NU, Member) 2012-2017

EDUCATIONAL ATTAINMENT

Bachelor of Science in Computer Engineering
National University – Manila, Philippines
2012 – 2017