

EDUCATION

OBJECTIVE

A Meticulous and organized individual eager to secure an entry-level position within the IT industry.

Proficient in Troubleshooting development, data analysis, and problem-solving.

Possesses a strong aptitude for managing intricate projects with precision. Known for innovation, creativity, and a proactive approach to contributing fresh ideas. Enthusiastic about continuous learning and poised to contribute effectively while embracing new challenges in a dynamic technical environment.

SKILLS

- Expertise in troubleshooting and diagnosing technical issues across hardware and software platforms.
- Rapid Learner and Adaptable in various computer & software technologies, with a proactive approach to learning new tools.
- Proficient in HTML, JavaScript, and CSS with experience in developing responsive web applications.
- Intermediate level in PL/SQL with experience in database management and SQL queries.
- Ability to communicate technical information in a clear and understandable manner to non-technical users.
- Proficient in documenting procedures, troubleshooting steps, and solutions, ensuring comprehensive technical documentation for future reference.
- Proficient in Microsoft Office 365 suite applications (Microsoft Words, Teams, PowerPoint & more)
- Skilled in video & photo editing: Adobe XD, iMovie, Canva, Adobe Premiere Pro.
- Accepts directions & Instructions easily and committed to invest time and effort necessary to complete the task with high moral and ethical standards.



SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY (SAIT)

- Information Technology (Software Development) •

JANUARY 2021 AUGUST 2023



ST. MARY'S HIGH SCHOOL

- High School •

AUGUST 2016 - MAY 2017



ABE INTERNATIONAL BUSINESS COLLEGE

- Bachelor of Business Administration •

SEPTEMBER 2014 - MAY 2015

EXPERIENCE



HINDUJA GLOBAL SOLUTIONS - CUSTOMER CARE REPRESENTATIVE (REMOTE)

- AUG 2023 TO PRESENT •

- Handle Inbound Calls and Engage with customers regarding billing inquiries, payment processes, existing and new services, promotional offers, and service upgrades/downgrades.
- Utilize active listening skills to comprehend customer queries, troubleshoot issues, and recommend appropriate products or services based on customer needs.
- Consultative Problem-Solving and Take a consultative approach when customers encounter service-related problems.
- Take ownership of the issue and work towards its resolution.
- Accurately document customer interactions, needs, and outcomes using the appropriate tools systems. Create additional requests if real-time resolution is not feasible.
- Demonstrate exceptional communication skills in every interaction. Take ownership of the customer's concern and strive for prompt resolution to create a positive customer experience.



MARBLE SLAB CREAMERY - ICE CREAM PRODUCTION / SCOOPER (PART-TIME EVENING)

- MAY 2023 - PRESENT •

- Balance speed with accuracy to serve customers quickly without compromising on quality.
- Greet customers warmly, listen attentively to their orders, and maintain a positive attitude. Effective communication helps streamline the ordering process.
- Emphasize accuracy in processing transactions and providing excellent customer service during payment.
- Provide proper training on hygiene standards and maintaining a sanitized environment.
- Utilize checklists or task boards to help employees manage their duties efficiently and prioritize tasks as needed.
- Create a detailed closing checklist outlining essential procedures to be followed at the end of the day.



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CERTIFICATE

-  IBM Cybersecurity Analyst (8 Courses)
 - May 2023 •
-  Google Cybersecurity Professional Certificate (8 Courses)
 - May 2023 •
-  Google IT Support Professional Certificate
 - May 2023 •
-  [Customer Service: Call Control Strategies](#)
 - Dec 2022 •
-  [De-Escalating Conversations for Customer Service](#)
 - Dec 2022 •
-  [Customer Service: Problem Solving and Troubleshooting](#)
 - Dec 2022 •
-  [Customer Service: Handling Abusive Customers](#)
 - Dec 2022 •
-  [Building Rapport with Customer](#)
 - Dec 2022 •
-  [Creating Positive Conversations with Challenging Customers](#)
 - Dec 2022 •
-  [Ultimate Microsoft Office; Excel, Word, PowerPoint, Teams & Access 69 Hours](#)
 - Nov 2022 •
-  [Office & Administrative Management](#)
 - Nov 2022 •
-  [Data Entry Course](#)
 - Nov 2022 •
-  [Administrative Assistant Skills](#)
 - Nov 2022 •
-  [UX Foundations: Prototyping](#)
 - Jun 2020 •
-  [Interaction Design: Design Patterns as Building Blocks](#)
 - May 2015 •
-  [Teamwork Foundations](#)
 - May 2015 •

AM/PM POINT OF SALE SOLUTIONS & SERVICE - SOFTWARE SUPPORT TECHNICIAN (REMOTE) • Nov 2022 to May 2023 •

- Remotely Troubleshooting and Maintaining all the systems to Point of Sales Operations such as Fuel servers, POS Servers, Fuel Pumps, Tills, Printers, Debit machines are Operational Accordingly
- Handle a bunch of Workloads and Prioritizing tickets based on Escalation points.
- Ask permission to the clients to Remotely connect to their systems to implement fix solutions and perform a troubleshooting step.
- Communicate and guide the clients via phone calls and introduce professionally to make sure they know they are getting helped immediately.
- Performing a test after implementing fix solution for the issue to Ensure the consistent of the Point-of-sale systems.
- Investigate and diagnosing the data of stuck transactions to process it within the Store bank provider.
- Always verify with the Team or Senior technician the proper fix solution in each case of the store



Wallace & Carey Inc. – SHIPPER/RECEIVER • • May 2019 to Dec 2020 •

- Check the Bill of Lading against the physical inventory to ensure accuracy in the number of items. Use checklists to confirm each item matches the documentation.
- Allocate items efficiently on pallets and verify that the whole order is loaded onto trucks securely.
- Maintain professional communication with drivers, colleagues, and customers. Clear and effective communication ensures smooth operations.
- Utilize scanning equipment or systems to verify orders accurately against the shipping or packing lists.
- Ensure loading protocols are followed to maintain safety and stability while loading pallets onto trucks.
- Implement time-management techniques to complete assigned tasks within designated time frames.



SUBWAY - SANDWICH ARTIST / CO-MANAGER / SUPERVISOR • Apr 2016 - Jan 2020 •

- Demonstrated integrity and honesty while interacting with guests, team, members, and managers.
- Understand and fulfill the duties and responsibilities of a manager, overseeing store operations, addressing customer concerns, managing staff, and ensuring smooth day-to-day functions.
- Take responsibility for the Stock Product and Inventory of store supplies.
- Trusted with money and bank deposits, and manage the store when owners are out of town.
- Implement and enforce food safety protocols and regulations to maintain a safe environment for customers and staff.
- Develop strategies to manage high customer volume efficiently. Implement efficient queuing systems, streamline processes, and train staff to handle rushes effectively.
- Lead by example, motivate the team, and provide clear direction to ensure smooth store operations.



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