



Angel Rose Bandiala

CONTACT

+63 908 771 9049

arbandiala@gmail.com

linkedin.com/in/arjbandiala

Casinglot, Tagoloan,
Misamis Oriental 9001,
Philippines

EDUCATION

Bachelor of Science in Electronics Engineering

Mindanao University of
Science and Technology

2011 - 2016

SKILLS

- Computer Literacy
- AutoCAD 2D Layout
- Microsoft Office and Google Suites
- Problem Solving
- Strong Communication
- Time Management
- Team Work and Collaboration

PROFILE SUMMARY

Customer Support Representative with 2 years of experience in a fast-paced, high-volume customer service environment. Skilled in providing exceptional customer support, resolving complex issues, and building strong customer relationships. Project coordination with 1 year of experience in the telecom industry. Developed the capacity to handle several projects at once, create project schedules and interact with clients at all organizational levels. Comfortable working in a fast-paced environment and thrive on the challenges that come with managing complex projects.

WORK EXPERIENCE

Advisor 1, Customer Support 2022 - Present

Concentrix CVG Philippines | Work From Home

Schedule and manage vaccination appointments for clients, including confirming appointments and rescheduling as needed in any Walgreens Pharmacy. Identify and troubleshoot any scheduling issues and provide appropriate solutions or escalate to the appropriate team member. Demonstrated strong communication and interpersonal skills, building rapport with customers and earning their trust and loyalty.

Free Wi-Fi Engineer 1 2021 - 2022

Department of Information and Communications Technology

Technical support for free wifi sites, monitoring and facilitating any restoration or troubleshooting activities required, as well as updating and maintaining the monitoring database. Prepare and process service reports and monthly downtime report evaluations for billing purposes. Conducted orientations and training for the DICT Vaccine Administration System for the online system of vaccination in the local government units of Misamis Oriental. Committed to delivering excellent technical support and ensuring optimal performance of free Wi-Fi sites and other technical systems.

Project - in - Charge 2020 - 2021

Insystic Corporation

Management of project requirements, documents, and weekly reports. Creates and processes a permit and endorsement letter for field access on site. Process of consolidating fixed asset transfer advice for equipment changes on site and compiling a component list to avoid setup delays due to missing hardware. Create technical site survey reports for proposed wireless and microwave antennas and create as-built and 2D layouts for the implementation and upgrade of telecom sites. Interacting with clients to interpret their needs and requirements.

Customer Service Representative 2018 - 2020

Telephilippines Inc.

Assisting customers in planning and booking travel arrangements, including flights, hotels, and rental cars. Identify opportunities to upsell or cross-sell additional travel products and services, and provide customers with basic information about travel destinations. Additionally, as a technical support representative, I identify and provide customers with solutions and guidance on how to resolve their technical issues.