Carlo Dela Cerna L.

CONTACT

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SUMMARY

Results-oriented professional with strong track record of achieving business goals. Thorough understanding of how to enhance customer satisfaction levels. Delivers comprehensive service journey and adheres to set procedures.

SKILLS

- Lead qualification
- Prospect identification
- Objection handling
- Full-stack development
- MySQL knowledge
- Information systems management
- Food serving and table setting
- Order memorization
- Attentive customer service
- Computer Programming
- WordPress Developing
- Computer Literate

EXPERIENCE

- **Salesman**

Golden Star
Iligan City
Philippines
01/2019
07/2019

Handled customer objections with professionalism, consolidating consumer trust.
Maintained familiarity with existing and upcoming product lines
Used smart conservational, sales and upselling techniques to identify sales opportunities with customers and use to best advantage.
Actively listened to customer concerns and queries.

- **Service Crew Member**

Miguelito Building
-
Taguig City
,
Philippines
03/2017
-
03/2018

- Kept service areas clean and hygienic by conducting floor, table and preparation area cleans.
- Stayed strictly within food hygiene regulations, safety procedures and sanitary requirements while preparing and serving food.
- Maintained outstanding customer satisfaction levels by delivering service with a smile and going the extra mile to attend to customer requirements.
- Greeted customers with a warm and friendly welcome when entering the establishment.

EDUCATION

Bachelor of Science
Information Technology
Picardal Institute of Science and Technology
-
Iligan, LAN
2021-2025

As an IT student, I have pursued an academic program that is focused on developing my knowledge and skills in various and areas of information technology. Throughout my academic career, I have learned how to apply technical concepts and theories to real world scenarios, and have developed a strong foundation in programming languages, database system, and network infrastructure.

I have likely taken courses in software development, computer programming, web development, database management, cybersecurity, and other related

subjects. I have also learned how to use various programming languages such as C++, Java, Python, and SQL, and have become proficient in working with different software tools and hardware systems.

My academic background in IT has also prepared me to work effectively a team environment, communicate technical information, clearly and concisely, and manage projects efficiently.