

# Fabian Mar Agote Tacleo

68 Katuparan St., Brgy. Commonwealth, Quezon City 1121

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## **OBJECTIVE**

**“To obtain a position that will enable me to use my strong organizational skills and ability to work well with people in a well-established organization.”**

## **PERSONAL INFORMATION**

- **Age:** 31
- **Gender:** Male
- **Birthday:** August 30, 1991
- **Religion:** Roman Catholic
- **Nationality:** Filipino

## **EDUCATIONAL BACKGROUND**

- **AMA Computer University**  
AMA Bldg., III, Maxima St., Villa Arca Subd., Project 8, Baesa 1, Quezon City
  - 2007-2010
    - Completed 3 Years / **Undergraduate**
    - Bachelor of Science in Information Technology
      - Major in Networking Fundamentals and Structured Cabling
- **Diliman Preparatory School**  
Commonwealth Avenue, Diliman, Quezon City
  - 2003-2007
    - Completion of Secondary Education
- **Commonwealth Elementary School**  
Commonwealth Avenue, Quezon City
  - 1997-2003
    - Completion of Primary Education

## **WORK EXPERIENCE**

- **New Media Services**  
Staffhouse Road BCEZ-PEZA, Loakan Rd, Baguio, 2600 Benguet  
**Freelance - Chat and Email Response**  
**Rosking PTY LTD**  
June 2013 to August 2016
- **Concentrix Daksh Services**  
P. Tuazon Blvd. corner 10<sup>th</sup> Avenue, Cubao, Quezon City  
**Advisor: Email, CRM**  
**UBER EATS - ANZ**  
October 2016 to January 2019
- **AFNI Philippines**  
Diliman Commercial Center, 46 Commonwealth Ave, Quezon City, 1126 Metro Manila  
**CSR Chat Support**  
**Verizon Wireless - Postpay**  
February 2019 to August 2019
- **Alorica Teleservices Inc.**  
Three Cyberpod Centris Edsa, cor Quezon Ave, Diliman, Quezon City, 1100 Metro Manila  
**Customer Services Representative**  
**T-Mobile – Postpaid Support**  
June 2020 to January 2021  
  
**Mentor/Seasonal Team Leader – Training Team**  
**T-Mobile – Postpaid Support**  
January 2021 to February 2023
- **Alta Resources**  
32nd Floor Wynsum Corporate Plaza F. Ortigas Jr. Road Ortigas Center, 1600 F. Ortigas Jr. Rd, San Antonio, Pasig, Metro Manila  
**Chat Support Representative**  
**Retail – Victoria’s Secret**  
July 2023 to November 2023

- **Amazon MNL13**  
Four ECOM Tower, Harbor Drive, Mall of Asia Complex, Pasay City  
**Selling Partner Support Tier 3**  
January 2024 to July 2024
- **Rockstar Games**  
Bangalore, India  
**Freelance - Player Support Tier 1**  
December 2023 to Current

### **TRAININGS / SEMINARS**

- **UP-ITTC Youth Conference in Information Technology**  
UP Film Institute  
University of the Philippines, Diliman, Quezon City  
February 19, 2007
- **Fluke Networks** AMA Fairview Campus  
Lot 9 B129 Regalado Ave., Fairview, Pasong Putik, Quezon City  
March 27, 2009

### **REFERENCES**

Regina H. Santos  
Technical Support Representative  
Convergys Eastwood  
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Arvin Andam  
IT Professor  
Far Eastern University-EAC  
Contact #: +63905 455 6344

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Advisor: Email CRM  
Concentrix Daksh Services  
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