

JOHN RAYMUND LUENGO



Objectives

A versatile and results-oriented professional with diverse experience in customer service, team leadership, graphic design, data entry, and logistics, seeking to leverage skills in marketing and IT solutions. With strong communication abilities and a keen eye for detail, I thrive in dynamic environments that demand creative problem-solving, strategic thinking, and collaboration. Committed to driving business growth and delivering high-quality solutions in both marketing campaigns and IT projects.

Skills

Adobe Photoshop	80%
MS Office	90%
IT Hardware Support	100%
Networking	85%
Canva	80%

Education

Power School of Technology
BS in Business Administration
Major in Marketing Management
2021-2022 (*Undergraduate*)

Training/Certificate

Google IT Support Professional
Completed on September 2022
Technical Support Fundamentals
The Bits and Bytes of Computer Networking
Operating Systems and You: Becoming a Power User
System Administration and IT Infrastructure Services
IT Security: Defense against the digital dark arts



+63 927 623 6029



jayrluengo@gmail.com



Tanza, Cavite Phillipines 4108

Professional Experience

Customer Solution Specialist (Loan Officer)

April 2024 | Totaldev Multi-Purpose
Cooperative (Maya Philippines)

- Visited retail locations daily to monitor Maya Business Agents' performance. Provided on-the-ground support to ensure smooth operations and business success.
- Promoted Maya Advance loans to agents, encouraging them to utilize the funds for business growth. Assisted agents in the loan application process to help them achieve financial goals.
- Addressed operational issues as they arose, offering quick solutions to maintain business continuity. Fostered strong relationships with agents through consistent communication and support.

Advocate

October 2022- February 2023 | TeleTech
(Seasonal Account)

- Managed internal and external customer relationships, delivering comprehensive support and ensuring customer satisfaction. Addressed inquiries, concerns, and complaints with a focus on timely and effective resolution.
- Processed customer orders, handled requests, and ensured seamless order fulfillment. Collaborated with associates to resolve issues and optimize the customer experience.
- Monitored and tracked customer inquiries and complaints, coordinating with teams to implement swift and efficient solutions.



5 Courses

Technical Support
Fundamentals

The Bits and Bytes of
Computer Networking

Operating Systems and You:
Becoming a Power User

System Administration and
IT Infrastructure Services

IT Security: Defense against
the digital dark arts



Sep 6, 2022

John Raymund Luengo

has successfully completed the online Professional Certificate

Google IT Support

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Amanda Brophy
Global Director of
Google Career
Certificates

This certificate attests to the learner's completion of an online program delivered via Coursera. It does not constitute formal enrollment at any university or entity and does not itself grant academic credit, grades, or a degree. Institutions or organizations may, at their discretion, recognize this learning toward their own programs or credentials.

Verify this certificate at:
<https://coursera.org/verify/professional-cert/SHUAPGAHLBC3>



Sep 4, 2022

John Raymund Luengo

has successfully completed

The Bits and Bytes of Computer Networking

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

**COURSE
CERTIFICATE**



Verify at:

<https://coursera.org/verify/FGPV6FUFKTNG>

Coursera has confirmed the identity of this individual and their participation in the course.

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Sep 6, 2022

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has successfully completed

IT Security: Defense against the digital dark arts

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Google

Google

**COURSE
CERTIFICATE**



Verify at:

<https://coursera.org/verify/LT2PYB3PKKB8>

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Sep 6, 2022

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has successfully completed

**System Administration and IT Infrastructure
Services**

an online course authorized by Google and offered through Coursera

Google

Google

**COURSE
CERTIFICATE**



Verify at:

<https://coursera.org/verify/JL2VUE2U4FG>

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Aug 30, 2022

John Raymund Luengo

has successfully completed

Technical Support Fundamentals

an online course authorized by Google and offered through Coursera

Amanda Brophy
Global Director of Google Career Certificates

**COURSE
CERTIFICATE**



Verify at:

<https://coursera.org/verify/VV479RTTBPNW>

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Sep 5, 2022

John Raymund Luengo

has successfully completed

Operating Systems and You: Becoming a Power User

an online course authorized by Google and offered through Coursera

Google

Google

**COURSE
CERTIFICATE**



Verify at:
<https://coursera.org/verify/FSHTQY5ABMKS>

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