

Precy D. Templa

"No matter how hard it is, keep moving forward."

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EXPERIENCE

Emapta (Guesty), One Ayala, Makati — *Lead Domain Specialist*

October 2022 - April 2024

We are dedicated to providing support and assistance to Property Managers with concerns and challenges related to the management of their properties. Integrating their properties across channels, managing their reservations, and guest payments. Guiding them in managing their revenue and equipping them to fully manage their properties in the Guesty system.

Telus Philippines, Market Market BGC, Taguig — *Technical Specialist*

January 2021 - August 2022

Ensuring the safety of our Canadian customer with their Home Security System. With a phone call away, we are helping them establish their security cameras, smart locks, smoke detectors, and thermostats. Assisting elderly customers with their Lifeline pendants.

Concentrix, G5 Ayala, Makati — *Technical/Care Support*

April 2019 - July 2020

Our team is dedicated to assisting customers with their Internet, Phone, and TV services. We aim to provide technical support and clarify any inquiries regarding their service and billing.

EDUCATION

National Teachers College, Recto, Manila — *Bachelor of Science in Secondary Education Major in English*

August 2017 - March 2019

Informatics Manila, Recto, Manila — *Bachelor of Science in Information Technology*

March 2016 - November 2016

SKILLS

- Communication Skills (Email, chat, calls, online meetings)
- Organization & Time Management.
- Tech Savvy
- Customer Service.
- Problem Solving
- Multi-tasking
- Adaptability
- Confidentiality
- Attention to Detail
- Developer tools (Open API, Postman, Corologix)

AWARDS

- Won the English Proficiency Contest
- Won the Essay Contest
- Won the Declamation

LANGUAGES

English