



## PROFILE

HIGHLY MOTIVATED SUBJECT MATTER EXPERT WITH 9+ YEARS OF EXPERIENCE WORKING FOR ONE OF THE LEADING ENERGY COMPANY. PROFICIENT IN MS OFFICE TOOLS, CRM TOOL, TRAINING, PRESENTATION, REPORTS, AND ANALYSIS.

## CONTACT

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# WILFORD CINCO

## SUBJECT MATTER EXPERT

### EDUCATION

#### **Systems Technology Institute (STI) College**

San Pablo City, Laguna, Philippines

June 2001 to April 2005

Bachelor of Science in Computer Science

### WORK EXPERIENCE

#### **Chevron Holdings, Inc. – Subject Matter Expert**

April 2023 to May 2025

Conduct training sessions and Quality Assurance within the team to guarantee quality work. Develop and maintain knowledge base articles, FAQs, and troubleshooting guides. Identify gaps in support processes and recommend improvements.

#### **Chevron Holdings, Inc. – Retail Technology Support Specialist**

April 2016 to April 2023

Responsible for providing technical support to Chevron retail stations in the US. Provide helpdesk support for leased retail point of sale systems and network connectivity. Ensure that the concerns are addressed in a timely manner.

#### **Fundever (formerly Sykes Asia, Inc.) – IT Helpdesk Associate**

October 2013 to April 2016

Provide technical support to the North American agents, trainers, and team leaders working for the company by troubleshooting and resolving a wide range of technical issues that they might encounter.

### SKILLS

Customer Service	90%
Microsoft Office tools	90%
Presentation	75%
Reports	80%
Training	80%