

RAYMOND NEIL DE GUZMAN

FREELANCE

PERSONAL PROFILE

My main objective is to provide service needed by my clients and to do my best in each task that I take. I dedicate myself to each task I am assigned in order to provide work that reflects quality and professionalism. To work hard and with quality consciousness to deliver the best quality of service.

CORE STRENGTHS

Understanding / empathetic / tolerant / patient

Trustworthy / honest

Professional

Accessible

Approachable

Problem solver

Self-motivated

Proactive

WORK EXPERIENCE

INTERNET CAFE MANAGEMENT

Attendant/server/management
2011-2016

- Monitor and manage store staffs by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve operational performance
- Help customers with the use of computers and applications.
- Troubleshoot hardware, terminals, software and connectivity issues
- Track customers' time at computer terminals
- Respond to customers who encounter error messages from accessing sites, emailing or downloading content

ACADEMIC HISTORY

STI COLLEGE OF SOUTHWOODS

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

- UNDERGRADUATE 2 YEARS

VOCATIONAL COURSES

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY (TESDA)

---NATIONAL CERTIFICATE III IN FOOD & BEVERAGE (2012)

---NATIONAL CERTIFICATE II IN BARTENDING (2017)

HIGH SCHOOL DIPLOMA

VOX DEI ACADEMY

GMA, CAVITE PHILIPPINES /2008

CONTACT DETAILS

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Barangay San Gabriel, General Mariano

Alvarez Cavite ,Philippines

TECHNICAL SKILLS

- Computer Troubleshooting
- Data Research
- Data Entry
- Microsoft Office
- Product Entries
- Virtual Assistance