

Mervin Karl M. Usi

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Career Objective

Seeking an opportunity to expand my knowledge and experience and to assist in the continued improvement of an organization and be a part of a secure and well-established company where I can develop more my knowledge, skills and ability.

Personal Information

Nickname: Vin
Birth Date: February 17, 1996
Birth Place: Caloocan City
Civil Status: Single
Age: 24 y/o
Height: 5'7"
Weight: 177 lbs.
Blood Type: B+
Citizenship: Filipino
Religion: Seventh-Day Adventist
Dialects: Tagalog & English

Qualifications and Skills

Computer Literate
Knowledgeable about Microsoft Office packs (i.e word, excel, powerpoint and etc.)
Dedication in work
Interested in improving efficiency on assigned tasks
Worked in Accounting field (i.e, payroll)
Worked in the customer service field

Educational Information

2013-2016	Tertiary	Bachelor of Science in Accountancy Brgy 100 Biglang-awa St., Caloocan City Bachelor of Science in Business Administration major in Financial Mgt.
2012-2013	Tertiary	University of Caloocan City

Bachelor of Science in Accountancy
Brgy 100 Biglang-awa St., Caloocan City

2017-2018 Vocational Asia Pacific Caregiver and Healthcare Training Center
Unit 501, 5th Floor, Panorama Bldg. 1139 EDSA, Quezon City
Caregiver and Healthcare Services

Training(s)/ Seminar(s) Attended

Young Entrepreneurs' Sponsorship Program (YES!)
Boardwalk
University of Caloocan City
2nd day of August 2012

National Certificate II
Caregiving
Technical Education and Skills Development Authority
Validity: March 6, 2018- March 5, 2023

Basic Life Support and First aid Provider
Life Support Training International

Working Experience

Asurion

Customer Care Representative
The Home Depot Protection Plan
May 2019 - Present

Tasks:

- Inbound voice support for Appliances warranty

Concentrix

Advisor, Operations under Operation
Microsoft Xbox Family, Accounts & Billing
August 2018 - April 2019

Tasks:

- Technical support representative for Microsoft Xbox
- Xbox Family, Accounts and Billing
- Inbound non-voice support

Alorica

Customer Service Representative
Verizon Prepay Accounts & Billing
October 2017 – August 2018

Tasks:

- Customer service support for Verizon
- Inbound voice support

Convergys

Customer Service Associate II
Microsoft Windows Technical Support
September 2015 – September 2017

Tasks: (Tier1)

September 2015- September 2016

- Customer service assistance in technical issues
- Windows technical concerns (i.e. no boot, internet connection, BSOD, and etc.)
- Inbound non voice support

Tasks: (Tier2)

September 2016- September 2017

- Receiving Escalations from Tier1, technical concerns
- Outbound and Inbound voice and non voice support
- Doing follow ups/ scheduled callbacks
- Advance and more complex troubleshooting steps

R.O. Salas Construction

Procurement Staff (Part time)
June 2015 – September 2015

Tasks:

- Canvassing materials to different supplier
- Hauling trips
- Assisting on payment contributions of SSS, PhilHealth and Pag-IBIG

Golden Visions Freight and Cargo Handlers, Inc.

Assistant Bookkeeper (Part time)
November 2014 – June 2015

Tasks:

- Electronically Filing Payment System (EFPS) for Bureau of Internal Revenue
- One Hub for SSS, PhilHealth, and Pag-IBIG
- Monthly Payroll
- Organizing All Office Expenses
- Income Statement

Choice Gourmet Banquet- McDonalds

Service Crew

April 2014 – September 2014

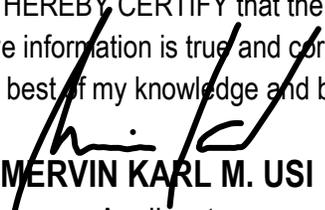
Tasks:

- Prepping (preparing products)
- Chicken Expert
- Lobby assistance
- Deliveries (stockman)
- Maintenance (cleaning facilities)

Character References

References are available upon request.

I HEREBY CERTIFY that the
above information is true and correct
to the best of my knowledge and belief


MERVIN KARL M. USI
Applicant