

Nike James Encabo

Bachelor In Science In
Industrial Technology
Major In Electronincs

Contact

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Skills

Production knowledge

Advanced

Assembly and production

Advanced

Equipment monitoring

Advanced

Repairing machinery

Upper intermediate

Operating machinery

Advanced

Equipment operation

Advanced

Hardworking Machine Operator offering 6 years supporting manufacturing needs. Successful working long hours in challenging environments, moving supplies, organizing products and packaging shipments. Excellent history of working well with other team members and pitching in to help achieve team goals.

Experienced Machine opearator with over 6 years of experience in Machine Operator. Excellent reputation for resolving problems and improving customer satisfaction.

Dedicated Factory worker professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2016-06 -

Current

Factory Worker

Chipbond Technology, Taiwan, Hsinchu County

- Operated **Number** machines proficiently and in compliance to safety standards.
- Carefully packaged finished products and prepared for shipment.
- Graded and packaged finished products, transporting items for additional processing, storage or shipment off-site.
- Reviewed job specifications to determine appropriate setups for production runs.
- Supported production needs by performing routine tasks using standard procedures and equipment.

2015-09 -

2016-05

Call Center Representative

Convergys, Cebu City, Cebu

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Boosted customer service satisfaction ratings through consistent quality control.

Shipping

Advanced

Machinery operation

Advanced

Languages

English

Advanced

Chinese Mandarin

Intermediate

- Responded to customer calls and emails to answer questions about products and services.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Used consultative sales techniques to understand customer needs and recommend relevant products and services.
- Resolved concerns with products or services to help with retention and drive sales.
- Engaged in learning and development opportunities to promote continued performance improvement.
- Attended telephone skills and program information training sessions to boost aptitude.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Assisted customers by answering questions and responding to inquiries.
- Processed debit and credit card and electronic check payments.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Educated customers on company systems, form completion and access to services.
- Approved and terminated customer contracts upon request.
- Placed outbound customer service or customer satisfaction calls to follow up on issues.

2013-04 -
2014-09

Liason Officer(Accounting Staff)

Mactan Sea & Culture Inc, Lapu-lapu City, Maribago

- Exceeded goals through effective task prioritization and great work ethic.
- Onboarded new temps by entering employee information into systems.
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Improved operations through consistent hard work and dedication.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.
- Maintained excellent attendance record, consistently arriving to work on time.
- Resolved problems, improved operations and provided exceptional service.

2012-11 -
2014-04

Electrical Maintenance Technician

Visayas Community Medical Center, Cebu City, Cebu

- Interpreted electric and electronic schematics and mechanical layouts to diagnose equipment problems.
- Tested wiring and other system parts for electrical flow and function.
- Installed electrical wiring through conduits and holes in both flooring and walls.
- Installed electrical and mechanical equipment in accordance with National Electric Code.
- Installed electrical conduit and wiring for power, controls and lighting.
- Notified supervisor immediately about equipment problems and breakdowns.
- Operated and maintained electronic transmitting and receiving equipment.
- Performed preventive maintenance tasks to verify proper working condition of electrical panels and conduits.
- Updated and modified components and systems to improve operation.
- Checked supportive electrical equipment such as brackets and hangers, making repairs when necessary.
- Tested, troubleshot and calibrated equipment in shop and field.
- Obtained measurements and readings using volt and ohm meters, meggers, IC testers and dial indicators.
- Interpreted blueprints, schematics, drawings and layouts to complete repairs.

Education

2005-06 -
2009-06

Bachelor Of Science In Industrial Technology: Electronics

*Cebu Technological University (Main Campus) -
R. Palma Street Cebu City*

Interests

Love Playing video games

Want to go Another Country & Work Hard To Provide
with family