



# Angelo Principio

TECH SUPPORT

📍 Sta.Rita street corner Sto.Rosario  
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## OBJECTIVE

Offers an excellent as well as experienced Customer Service.

Has an array of work history and diverse work experience.

## SKILLS

Project Management



Problem Solving



Creativity



Leadership



## WORK EXPERIENCE

### TECHNICAL SUPPORT SPECIALIST

*Telstra, Quezon City*

*Philippines*

**July 2013-June 2017**

- Provides specific resolutions by troubleshooting causes of the problem mainly from the Customer's landline phone. Case manage reports and follow up with Customers in timely manner.
- Prompted as Technical Support Specialist 6 months into the company.

### TAX PREPARER

*WestSide Business Center*

*Jersey City, New Jersey*

**October 2003-April 2006**

- Leads a team of four Tax Preparer. Prepare maintains and expedite client's ITR.

### WAREHOUSE CLERK

*Johnson & Jhonson*

*Raritan , New Jersey*

**June 2003-November 2003**

- Reports and Provides Supervisor audited days work.
- Works conveyor belts and packs samples of medicine as well as prescription drugs.

### MAINTENANCE SUPERVISOR

*Days Inn , Hillsboro*

*New Jersey*

**February 2001-August 2003**

- Maintains area covered by the hotel . In charge of minor fixes within the hotel premises.

### TEAM LEADER

*Books R Fun*

*Roselle,New Jersey*

**August 2000 - February 2001**

- Leads and Supervises book fair.
- Conducts books fairs through out New York and New Jersey.
- Sets appointment and touch base with clients for newly booked and upcoming fairs.

## **LABORATORY TECHNICIAN**

*Laboratory Corporations of  
America - Raritan , NJ*

**October 1998- October 1999**

- Responsibilities includes. accessioning , labelling and numbering patients samples.
- Staining and cover slipping smears.
- Runs both cyto tech and cyto 2000 machines.

## **TECHNICIAN**

*Huntingdon Life And Sciences  
East Milestone, New Jersey*

**July 1998- October 1998**

- Facilitates Animal testing.
- Collects Data.
- Performs Animal Husbandry.

## **SHIFT SUPERVISOR**

*Bruegger's Bagels  
Raritan, New Jersey*

**August 1997- September 1998**

- Watch and Supervises store production.
- Audits and prints outs daily revenues.
- Create schedules for employees.

## **EDUCATION HISTORY**

### **NO DIPLOMA IN TAX PREPARER**

*H and R Block  
Bound Brook , New Jersey*

**September 2013 - December2013**

### **HIGH SCHOOL IN ACADEMICS**

*Bridgewater Raritan  
Bridgewater , New Jersey*

**September 1993 - June 1997**