



## Glendale Rodrigo

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### PROFILE

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A graduate of an Aircraft Technician Course who has a strong passion to pursue a career in the Aviation industry.

### SKILLS

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Team Player

Strong work ethic

Problem Solving

Interpersonal Skills

Learning and adaptability

Self-management skills

Organizational skills

## PROFESSIONAL DEVELOPMENT

### Advance Aviation Institute

- Aircraft Structures Repair and Assessment Course  
April 1 and 2, 2023

### Innovative Aviation Training Services

- Boeing 777 (GE90) General Familiarization  
October 2020
- Airbus A330 (Trent 700) General Familiarization  
February 2021
- Boeing 737 NG General Familiarization  
May 2021
- Airbus A350 General Familiarization  
September 2021
- Aviation Human Factors and Error Management  
February 6, 2021
- Standard Maintenance Practices in Aviation  
February 27, 2021
- CFM56-5B Engine  
March 30, 2021

### PSI Air 2007, Inc.

- January 19, 2021 - Aircraft Maintenance Practices
- May 15, 2021 - Aircraft Maintenance Manual  
Familiarization

### Manila Aviation Aircraft Maintenance and Training Center

- Aircraft Structural Repair/ Sheetmetal Training Course
- Aircraft Basic System Skills Development (Airbus A320)  
August – December 2018

### EDUCATION

PATTS College of Aeronautics  
Aircraft Technician Course  
2021

### On the Job Training

Lufthansa Technik Philippines  
August 2005 - March 2006

## **Work Experience:**

### **CXWOW**

**Quality Analyst/Trainer - August 2020 - April 2023**

**English CSR - July 2019 - August 2020**

Quality Analyst / Trainer:

- Perform QA tasks to make sure that all associates adhere to the company's existing Standard Operating Procedure
- Train employees for new processes and new products
- Responsible for cascading new SOP's to our employees
- Creating and uploading different templates on our service platform which our associates use in addressing various customer concerns
- Responsible for escalating different issues that associates may encounter, be it on the system or the current SOP

English CSR:

- Attended to customer queries via phone and email
- Performed different tasks to make sure all concerns are addressed while adhering to the the company's SOP

### **AFNI Philippines**

**Sprint Order Support - August 2017 - June 2019**

- Providing support to customers who processed orders over the phone or online.
- Ensuring all order cancellation requests and modification are within the client's internal process
- In charge of escalating a refund for devices cancelled and returned within the satisfaction guarantee

### **Bodog Gaming Services**

**Sportsbook and Poker Associate - October 2007 - June 2017**

- As part of a big online gaming company, we provided email and phone services to our customers who have inquiries about their gaming accounts
- We also assisted customers with their deposits and payouts requests
- Provided assistance to our customers if they encounter any technical issues with our Poker software