



Dave Masallo Valeriano

BPO Agent / ESL Teacher

I'm an Electronics Communication Technician by Profession and have also acquired a VET in Welding Technology. I believe that learning and growing from work is the best teacher a person could have. By adding your Professionalism through work ethics, the company is then assured of having a valuable employee. Which is a pattern I am trying to impress ever since.



WORK EXPERIENCE

BPO & ESL TEACHING EXPERIENCE

ACADSOC SEPTEMBER 2018 - DECEMBER 2018

ESL Teacher - (Part Time) ESL teaching almost the same description as the previous ESL company but the learners here are mostly professionals seeking to improve and develop their English communication skills.

51 TALK SEPTEMBER 2017 - SEPTEMBER 2018

ESL Teacher - An Online Platform for ESL teaching based in China.

where my main task is to provide lessons and support students to learn and improve their English communication skills.

CONVERGYS APRIL 2015 - DECEMBER 2015

Tech Support - Joined back the same company from 2011 for TELSTRA Australia Account. Receiving calls for customer landline issues, doing remote system troubleshooting.

VXI GLOBAL SOLUTIONS MAY 2014 - APRIL 2015

Agent Support - Receiving calls for WESTERN UNION SERVICES Agents originating within EMEA, UK & Ireland Region to modify faulty transaction details, refund and fraudulent transaction tracking.

CONVERGYS FEBRUARY 2011 - SEPTEMBER 2011

Tech Support - Receiving customer calls for AT&T US account. Troubleshooting of Mobile phone concerns regarding signal, data coverage, billing and mobile settings.

TECHNICAL / INDUSTRIAL EXPERIENCE

SIDE JOB {SELF-EMPLOYED} DECEMBER 2019 - PRESENT

Welder Contractor - Metal fabrication and house construction. Yeshua Enterprise allows me to do my own side jobs when their job loads are not hectic.

YESHUA ENTERPRISE FEBRUARY 2019 - PRESENT

Welder / Finisher - Welder Fabricator and Stainless Steel Finisher, interpret drawings into actual product and fabricate using SMAW / GTAW Welding process.

LXE MIDDLE EAST JANUARY 2007 - NOVEMBER 2009

Service Center Coordinator - UAE (DUBAI) A USA Based OEM Company for RFID Products. I started as the Electronics Technician for the Wired & Wireless Bar Code Scanners. Vehicle Mount and Handheld Windows CE Devices. Product repairs coverage are within the EMEA Region.

Eventually being upheld as the Authorized Service Center Coordinator. Providing Product Repair Training & Seminars. To certify Companies and Service Centers that acquired our products to handle their own repairs. Technical Support and updates after training whilst supervising their operation remotely to ensure the quality and efficiency of the repairs. The role also gave me the opportunity to travel the covered region.

APTEC GULF NOVEMBER 2005 - DECEMBER 2006

Service Engineer - UAE (DUBAI) A Middle East Based IT & Mobile Phone Reseller Company. Worked as a Mobile Phone Service Engineer (Technician) with Expertise Level 3 Specialist for NOKIA & SONY ERICSSON Mobile Phones.

SKYWATCH CABLE NETWORK CORP. APRIL 2003 - JUNE 2005

Cable Technician / Head-End Operator - A Cable Television Company Based in Bulacan where I started as a trainee then being absorbed as a regular employee whilst studying. My task involves System Repair and Maintenance for the CATV Signal Controls for transmitters and receivers as well as a Technical Support for the CATV Field Technical Division.

CONTACT INFO



+63 926 364 83 20
+63 991 482 93 54



davemvaleriano@gmail.com



linkedin.com/in/davevaleriano/



153 E. Celestino St. Pintong Bato
Brgy. Guyong Santa Maria Bulacan

EDUCATION

2001 - 2005

BULACAN STATE UNIVERSITY

Bachelor of Industrial Technology

*Major in Electronics and
Communication Technology*

2018 - 2019 (Nov 2018 - Jan 2019)

TESDA RTCCCL

(Regional Training Center - Central Luzon)
(Sta. Maria Training and Livelihood Center)

Shielded Metal Arc Welding

(SMAW) NC II

Gas and Tungsten Arc Welding

(GTAW) NC II

SKILLS & COMPETENCY

- Good Communication and Interpersonal Skill
- Electronics Savvy
- SMAW / GTAW / GMAW Welding
- Electrical Repair & Installation
- Microsoft Office
- Adobe Photoshop
- Computer & Internet Savvy
- Team Player
- Organizational Skills

PERSONAL DETAILS

DATE OF BIRTH : 11 / 14 / 1982

CIVIL STATUS : MARRIED
WITH 3 CHILDREN

SPOUSE : RITA Q. VALERIANO



+63 956 081 26 91
+63 991 482 93 00