

## JESSTONNIE URSUA ALMIRANEZ

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Email: jesstonnie@gmail.com  
Marital status: Single  
Number of children: 0  
Ages of children: N/A  
Birthdate: March 12, 1987



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**POSITION SOUGHT:** MACHINE OPERATOR

### **SUMMARY OF QUALIFICATIONS**

- Over 8 years of experience in computer programming, customer support, and computer technician roles
- Strong background in computer hardware, software, and network troubleshooting and problem solving
- Proven skills in operating, maintaining, and repairing various machines and equipment
- Demonstrated ability to work independently and as part of a team in fast-paced and dynamic environments
- Professional communication skills include fluency in English

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### **WORK HISTORY**

#### **Customer Support Specialist**

July 2021- Present

ARMARD BPO

Mauban, Quezon

- Maintain quality assurance and customer satisfaction objectives
- Organize work to meet demanding production goals
- Complete job reports and logs immediately following service calls
- Perform complex mechanical alignments and equipment calibration to meet quality standards

**Computer Technician**

January 2016- Present

Self Employed

Mauban, Quezon

- Use diagnostic tools to identify hardware failures and replace non-functional components
- Assess hardware and software and suggest modifications to reduce lag time and improve overall speed
- Refurbish PC systems and peripherals such as monitors, networking equipment, printers, and more
- Explain technical information in clear terms to non-technical individuals to promote better understanding

**Waiter**

August 2009- August 2012

Guily's Island Thomas Morato

Quezon City

- Resolve concerns with products or services to help with retention and drive sales
- Help large volume of customers everyday with positive attitude to focus on customer satisfaction
- Evaluate customer issues and caller trends to determine areas in need of improvement and implement proactive corrections
- Provide primary customer support to internal and external customers

**EDUCATION HISTORY****ASTI (Aceba Science Technology Institute)**

2013-2015

2 Years Basic Computer Programming Course

Mauban, Quezon

**Dr. Maria D. Pastrana National High School**

2004-2008

**Mauban South Central Elementary School**

1994-2000

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**TRAININGS**First aid Seminar at ASTI building Devera St, Brgy Daungan Mauban, Quezon | 2015

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