MARK MANLULU

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Summary

Welder with more than 1 year of hands-on experience setting up and operation welding equipment to assemble metal structures. Diligent individual focused on maintaining high productivity and safety targets. Dexterous team player comfortable working with little to no supervision. Works independently to accomplish project goals and consistently completes assignments on-time. Skills include brazing, welding and flame cutting. . Self-starter skilled in operating heavy equipment and maintaining safety standards. Expert at following procedures and protocols and safely working in enclosed spaces. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Welding (SMAW,GTAW)
- Structural Welding
- Stick Welding
- Fabrication
- Tool Repair and Maintenance
- Pipe Welding
- Shaping and Cutting
- Equipment Operation
- Forklift Operation
- Heavy Equipment Operator
- Cargo Handling
- Troubleshooting common computer issues
- Computer Literate
- Installing software and hardware PC
- Data entry accuracy

Experience

MBHM uPVC Windows and Doors Manufacturing
Welder
09/2022 – 11//2023

- Received comprehensive training in welding techniques, safety procedures, and equipment operation
- Assisted experienced welders in various projects, gaining hands-on experience in different welding processes
- Demonstrated a strong work ethic, attention to detail, and a willingness to learn and adapt to new challenges
- Participated in routine equipment maintenance and troubleshooting, ensuring optimal performance.

Telus International Philippines
Customer Service Representative
11/2009 – 09/2022

- Handle customer inquiries, complaints, billing questions, and payment extension/service requests with a high degree of courtesy and professionalism
- Provide accurate, valid, and complete information by using the right methods/tools
- Build sustainable relationships and trust with customers through open and interactive communication
- Resolve customer complaints via phone, email, mail, or social media, ensuring customer satisfaction and retention
- Process orders, forms, applications, and requests, maintaining an organized and efficient workflow
- Collaborate with sales and marketing teams to identify opportunities for

upselling or cross-selling products/services
- Stay updated on product knowledge and company policies to provide accurate information to customers.

Manlulu's Trading and Auto Supply
Heavy Equipment Operator / Truck Driver
10/2001 - 07/2007

- Dedicated and safety-conscious heavy equipment operator with 6 of experience operating a variety of machinery, including bulldozers, loaders, and cranes
- Proven track record of completing projects efficiently, on time, and within budget
- Skilled in excavation, grading, site preparation, and material handling
- Committed to maintaining a clean and safe work environment
- Adept at collaborating with team members and ensuring compliance with industry regulations and standards.

Education and Training

Acuña Technical School Inc. | Hermosa, Bataan, Philippines
Vocational Course in Gas Tungsten Arc Welding NCII
10/2023

Acuña Technical School Inc. | Hermosa, Bataan, Philippines
Vocational Course in Shielded Metal Arc Welding NCII
02/2023

Bataan Peninsula State University | Balanga Bataan Philippines, Philippines
Some College (No Degree) in Bachelor of Science In Computer Science

Activities

- **Biking:** Engage in local biking trails and long-distance cycling while advocating for physical fitness and a health-conscious lifestyle.
- **Online Gaming:** Engage in strategic online gaming, fostering teamwork, critical thinking, and adaptability.
- **Basketball:** Regularly participate in basketball games, enhancing teamwork, communication, and physical coordination.

Certifications

Welding Certifications:
- Acuña Technical School Certificate of Completion in **Shielded Metal Arc Welding (NCII)**.
- Acuña Technical School Certificate of Completion in **Gas Tungsten Arc Welding (NCII)**.
- TESDA National Certificate in **SMAW (Shielded Metal Arc Welding)**.
- TESDA National Certificate in **GTAW (Gas Tungsten Arc Welding)**.

Awards and Certificates: Telus International Philippines

DELL Top Performing Sales Representative:
Q1 2015: Recognized as the Top Performing Sales Representative.
Q4 2015: Achieved 2nd place as the Top Performing Sales Representative.
Q1 2017: Maintained a position among the Overall Top 3 Performers.
Q2 2017: Attained the Overall Top 2 Performer status.
Q4 2017: Maintained a consistent performance, securing the Overall Top 2 Performer position.
Telus Philippines International: Received the 10 Years Service Award for dedicated service.

Languages

First Language：Native Tagalog(Filipino); Highly Proficient

Second Languange：**English** ; Fluent

References

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