

MICHAEL JOHN POBLACION



GET IN CONTACT

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PERSONAL PROFILE

Outgoing, energetic, experienced field service engineer consistently cited for passion for customer service, optimism and strong work ethic. Service-oriented individual, with exceptional skills in delivering the best customer experience.

AREAS OF EXPERTISE

- Cabling
- Fiber Optics
- Field Installation and Repair
- Telephony
- Customer Service
- Event Management
- Public Speaking

CERTIFICATIONS

- FOA Certified Fiber Optic Technician (CFOT)

OTHER SKILLS

- The ability to analyze complex technical information
- Can manage a high volume workload and conflicting priorities.
- Video Editing
- Excellent problem solver
- Knowledge of Health & Safety
- Hosting local and company events

WORK EXPERIENCE

Service Facility Associate II

PLDT Inc. | 2020 – 2023

- Coordinate, collaborate, maintain relationships with internal and external resources and use standard project management methodologies to ensure that tasks are delivered on time, within the scope, and produce the desired results for the customers.
- Handles the configuration, operation, and maintenance of networking systems hardware (incl. routers, switches, modems & other network equipment) and software (access servers).

Field Service Engineer II

PLDT Inc. | 2018 – 2020

- Delivers customer experience and provides the best digital solutions to customers.
- Maintains daily communications with customers to ensure resolution and proper follow-up.
- Identifying and participating in sales opportunities such as new contracts, contract renewals, and system sales.
- Organize company initiated community outreach programs like feeding programs, back-to-school programs for the marginalized, tree planting activities and etc.

Field Service Engineer I

PLDT Inc. | 2013 – 2018

- Basic troubleshooting, installation, maintenance, and repair on designated equipment.
- Completing Preventative Maintenance and field modifications.
- Prepare detailed reports at the end of the day.

EDUCATION HISTORY

Technological University of the Philippines

TALISAY CITY, PHILIPPINES

Bachelor of Science in Electronics and Communications Engineering, 2007-2012

La Consolacion College

BACOLOD CITY, PHILIPPINES

GRADUATED CLASS OF 2007. HONOR ROLL

- Student Council Officer

REFERENCES WILL BE SUPPLIED UPON REQUEST