



## EDISON M. CERVANIA

*Sitio Magurol-gurol Anupul Bamban, Tarlac*

[edisoncerv2409@gmail.com](mailto:edisoncerv2409@gmail.com)

+63 969 197 1223

**Objectives** Seeking a position where I can apply my diverse skill set and make a meaningful impact on the company's growth.

### WORKING EXPERIENCE

#### DIGITAL ROOM INC.

*Angeles, Pampanga*

#### Outbound File Specialist

*May 2023 to November 2023*

##### Duties and Responsibilities:

- Contact clients regarding orders that were escalated by Prepress due to file issues.
- Coordinate with other departments to help move orders to production.
- Close and resolve alerts within service level agreement.
- Provide good customer experience to all contacts that will result to good survey score.
- Complete other tasks given real time.

#### SHINMI PRECISION

*Busan South Korea*

#### CNC Machine Operator

*January 2013 to October 2022*

##### Duties and Responsibilities:

- Set up machines (calibration, cleaning etc.) to start a production cycle.
- Control and adjust machine settings (e.g. speed, dimension).
- Feed raw material or parts to semi-automated machines.
- Inspect parts with precision and measuring tools.
- Keep records of approved and defective units or final products.

**METRO CLARK WASTE  
MANAGEMENT CORP.**  
*Clark Freeport Zone, Pampanga*

**Customer Service Representative**  
*August 2009 to September 2012*

**Duties and Responsibilities:**

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Identify and assess customers' needs to achieve satisfaction.
- Generate sales leads
- Build sustainable relationships and trust with customer accounts through open and interactive communication.

**JOLLIBEE**  
*Dau Mabalacat, Pampanga*

**Kitchen Crew**  
*April 2006 to September 2006*

**Duties and Responsibilities:**

- Set up workstations with all needed ingredients and cooking equipment.
- Keep a sanitized and orderly environment in the kitchen.
- Check quality of ingredients
- Monitor stock and place orders when there are shortages.

## EDUCATION

**Asian Institute of Computer Study**  
*Dau Mabalacat, Pampanga*

**Computer Science**  
*Undergraduate*  
June 2002 to November 2003

## SKILLS

- Driving - Professional License Holder
- Computer Literate - MS Office, Adobe Photoshop, Adobe Illustrator