

Jethro Camu

76 Santol Street Brgy. Comembo, Makati City
E-mail: jetcamucamu@gmail.com
Contact #: +639476420154
LinkedIn: <https://www.linkedin.com/in/jethro-camu-250123206>



OBJECTIVE

Seeking long term employment in an organization where I can grow and further enhance my skills, knowledge, and experience to face and overcome the challenges of today's changing work environment.

EDUCATIONAL ATTAINMENT

Tertiary: University of Makati - B.S. in Computer Network Administration (2005-2009)

Secondary: Benigno "Ninoy" S. Aquino High School - Brgy. Comembo, Makati City (2001-2005)

Elementary: Pembo Elementary School - Brgy. Pembo, Makati City (1995-2001)

WORK EXPERIENCE

Ingram Micro

Two World Square Bldg. Upper Mckinley Road, Taguig City

Position: Sales Associate I – May 2015 to 2018

Sales Associate II – 2018 to 2021

Sales Associate III – 2021 to 2022

Associate Professional, Product Specialist – Current

- Software License Quote Creation – VMware
 - Sending reactive quotes to re-sellers for both new license and support renewal opportunities
 - Assisting re-sellers on their pricing and licensing inquiries via phone and e-mail
 - Coordinating with the vendor for any special deals and agreements
 - Working side by side with Order Entry, Product Management, and Account Maintenance Team
- POC/Subject Matter Expert
 - Sending daily reports
 - Conducting Refreshers and Knowledge checks
 - Floor Support
 - Attending product and process update sessions (both Internal and Vendor)
 - SOP (Standard Operating Procedure) creation and management
 - Conducts process training to newbies
- Product Specialist Role
 - Price book management and creation
 - SKU creation
 - Margin modification

IBM Daksh/Concentrix

Bldg. G UP-Ayalaland Technohub, Commonwealth Ave, Quezon City

Position: Customer Care Specialist (UK Bank Account) – July 2011 to March 2015

- Resolving overdrawn accounts
 - Sending formal demand letters to customers
 - Returning Direct Debits/Checks
 - Account Termination
- Subject Matter Expert (Tier 1.5)
 - Sending daily reports
 - 50-50 task distribution – Production & Ad hoc
 - Floor Support
 - Attending Calibration and Process Update calls
 - Quality Checking

Accenture

Cybergate Tower 2 Pioneer St. Mandaluyong City

Position: Data Analyst (US-based Health Insurance) - October 2009 to July 2011

- Account Creation and Maintenance
 - Deciphering scanned images/application forms
 - Enrolling new customers
 - Adding / removing of dependents
 - Executing change of personal data request
 - Waiving Pre-existing conditions
 - Account termination

Jollibee Foods Corporation

Tan Hock Bldg. Edsa, Cor P.Burgos, St. Brgy. Guadalupe Nuevo Makati City

Position: Service Crew (Dining Station) – May 2008 to September 2008 (working student)

SKILLS AND KNOWLEDGE

Proficient on the following Skills/Applications:

- SAP (for verifying/checking purposes)
- MS Office 365 Applications
- Computer desktop and network troubleshooting
- Adobe Photoshop and Lightroom
- Photography – Events and Portraits
- Knowledgeable in VMware Products and Licensing
 - Virtualization
 - Networking and Security Management
 - Software Defined Data Center and Cloud Infrastructure
 - Virtual Storage
 - End User Computing/Mobility

CHARACTER REFERENCES

Eldon Obo | Ingram Micro – Supervisor | +639171860525

Renz Andrew Vidal | +639173019060

Kennedy Reyes | Ingram Micro – Sales Associate | +639772701852