

STEAVEN N. SIAN
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

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Career Objective:

Seeking a position in life to utilize my thinking skills and abilities to achieve professional growth while being resourceful, innovative and flexible in my working position. To work in a dynamic professional environment with a growing organization as an active member.

Personal Skills and Capabilities:

- Leadership
- Communication skills
- Customer service.
- Management Skills
- Proficient on using Computer
- Knowledgeable in Troubleshooting
- Have knowledge in Web Developing
- Capable in Video and Photo Editing
- Willing to be trained and wants to learn more

Work Experience:

Accenture (ATCP) Technology

Position: IT Customer Service Analyst
April 11, 2023 - Present

Job Description:

works with clients who have complaints, orders, or require information about products/services purchased from the organization. Answering inbound calls and also doing an outbound calls coming from international client and providing effective resolution. Creating ticket, dispatching and setting up appointment both in-home and store appointments

Concentrix (Sprint)

Position: Customer Service Representative (Account Expert)
Advisor 1
May 13, 2020 – April 3, 2023

Job Description: Serves customers by providing product and service information and resolving product and service problems. Attracts potential customers by answering product and service questions and suggesting information about other products and services.

Cotton On (Suyen Corporation) / BENCH

Position: **Store Supervisor**
August 22, 2019 – January 22, 2020

Job Description: oversee employees, supervise sales, maintain inventory, and provide customers with goods and services

Educational Background:

TERTIARY

Bachelor of Science in Information Technology Mindoro State College of Agriculture and Technology Masipit, Calapan City, Oriental Mindoro
2018 – 2019

Seminars Attended:

Oracle Database and Development

February 8, 2018

MinSCAT Calapan City Campus

New Trends in Information Technology and Future of Computing

February 9, 2018

MinSCAT Calapan City Campus

Digital Career & IT BPM Orientation

February 8, 2018

MinSCAT Calapan City Campus

Personal Background:

Nickname : Shawn
Birthdate : October 12, 1997
Birth of Place : Bambanin, Victoria Oriental Mindoro
Age : 26 years old
Civil Status : Single
Height : 5'8
Weight : 84
Citizenship : Filipino
Religion : Jesus Christ of Latter-Day Saint (Mormon)
Name of Father: Mamerth G. Sian
Name of Mother: Haydee N. Sian

Character References:

Chloe Rodriguez

Position: Team Leader(Concentrix)

Phone Number: 09233251699

Email: Chloe.rodriquez1979@gmail.com

Reinalyn Isidro

Position: Team Leader(Concentrix)

Phone Number: 09289662294

Email: isidro_reinalyn@yahoo.com

Mary Pee Buelba

Position: Area Manager

Cotton On (Suyen Corporation)/BENCH

Phone Number:09062263180