

Ben Patrick T. Galvez

Hilltop, Sampaloc, Tanay, Rizal
+639299781655

benpatrickgalvez@gmail.com

I am searching for an organization that recognizes and promotes diversity while supporting personal and technical development. I am eager to acquire new abilities and prioritize innovation.



WORK EXPERIENCE

Backoffice Inc – On-the-Job Trainee

July 2019 – October 2019

Hardware and Software Troubleshooting

- Assisted in hardware troubleshooting and maintenance for BackOffice Inc
- PC Formatting and installation of Operating Systems and software applications on workstations at BackOffice Inc

Crazysales Philippines

September 2020 – September 2023

Customer Service Representative

- Handled concerns via email from Australian customers.
- Aided in order management and other order related concerns such as product inquiries, account issues, delivery issues, and system events.
- Made monthly report for handled stores.

EDUCATION

Tertiary Education:

University of the East

2016 - 2019

Bachelor of Science in Information Technology

- Microsoft Technology Associate: Introduction to Programming using HTML and CSS – Certified 2019

Secondary Education:

University of Rizal System – Tanay Campus

2010 - 2014

KNOWLEDGEABLE ON THE FF.:

- Microsoft Office
- Hardware Repair and Trouble Shooting
- Operating Systems and Application Software Installation and Maintenance
- HTML, CSS, VB.Net
- Business Process Outsourcing (BPO)
- Professional email composition

SKILLS:

- Basic and advance computer literacy
- Time management skills
- Verbal and written communication skills
- Tolerant and flexible to various situations
- Capable of working efficiently under time constraints
- Always eager to learn and improve constantly.
- Can collaborate effectively with team members.

PROJECTS

Online Hotel Reservation and Billing System for M – Hotel Manila

- A system designed to make hotel reservations and billings easier and efficient. Specific functions are customer reservations, billing information, technical inquiries, and customer service.
- Handled the design, research, and documentation.

EXTRA-CURRICULAR INVOLVEMENT

COMPUTER STUDENTS' SOCIETY (COMSSO)

2017 - 2018

University of the East-Manila, Member

SEMINARS / TRAINING ATTENDED

TECH TUTOR 8: Bridging the Gap between Business and
Education

September 28, 2016

SM Megamall, Mandaluyong City

TECH TUTOR 10: The Digital Generation

September 18, 2018

SM Megamall, Mandaluyong City

PERSONAL BACKGROUND

Age: 26 yrs. old

Gender: Male

Marital Status: Single

Citizenship: Filipino

Height: 167.64cms

Weight: 165lbs

CHARACTER REFERENCES

Mr. Arthur T. Mataya Jr.

Assistant Operations Manager – Crazysales

Contact No.: 09260249509

Dr. Shirley D. Moraga

Thesis Adviser/OJT Adviser – University of the East

Contact No.: 09066164742