# NESTLEYN B. DUFFY

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ADDRESS: 1884 Upper Ponce Capitol Site, Cebu City, CEBU PHILIPPINES 6000

**OBJECTIVES :**

“ Dedicated person, interested in pursuing a job that allows me to use my skills for the company’s benefit ”.

PROFESSIONAL SUMMARY

“Proactive, friendly customer service specialist dedicated to meet and exceed expectations in every client interaction. Timely and professional , Actively seeking a customer service job where I can use my education and experience to add immediate value to the company”.

**EDUCATION:**

**Bachelor of Science: AIRLINE MANAGEMENT**

**(June 2003 – March 2006)**

* **ROYAL CHRISTIAN COLLEGE**

**Secondary :**

**(June 1999 – March 2003)**

* **MT. OLIVES CHRISTIAN ACADEMY**

**ELEMENTARY:**

**(June 1993 – March 1999)**

* **OPAO ELEMENTARY SCHOOL**

**EMPLOYMENT HISTORY:**

**TECH MAHINDRA , CUSTOMER SERVICE ASSOCIATE**

**(Nov. 2017 – Jan. 2018) E-block 2 I.T Park Cebu City, Cebu**

* Assisting online Shopper’s with their order’s.
* Billing assistance
* Follow-up on the status of their order’s.
* Process Refund

**OPENLOOK BUSINESS SOLUTION’S , AUDIENCE SPECIALIST**

**(Jan. 2018 – March 2018) WOOP Corp Bldg, 6 E Benedicto St, Cebu City, 6000 Cebu**

**QWEST BPO , CSR / Q.A**

**(March 2018 – June 2018) GAGFA Bldg. Mabolo Cebu City, Cebu**

**TELETECH. , TECHNICAL SUPPORT RESPRESENTATIVE**

**(June 2018 – Nov. 2018) FLB Bldg. Ayala Cebu City, Cebu**

* Analyze equipment performance records to determine the need for repair or replacement.
* Perform routine network startup and shutdown procedures, and maintain control records.

**ALORICA , TECHNICAL SUPPORT RESPRESENTATIVE**

**(Dec. 2018 – Apr. 2019) Skyrise Bldg. I.T Park Cebu City, Cebu**

* Perform data backups and disaster recovery operations.
* Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
* Maintain logs related to network functions, as well as maintenance and repair records.

**CHARACTER REFFERENCES:**

**Charles Adriel Tan Tourist Guide 0945-3387794**

**( Mactan Int. Airport )**

**Esperanza Rubi Castaños Former City Bank Officer 0943-2798980**

**( City Bank Cebu City )**

**Christine Rivera Operation’s Manager 0932-2652184**

**( BAI’S HOTEL )**

**NESTLEYN BALAJADIA DUFFY**

**( Applicant )**