

Christian June Ramos

Customer service professional with a passion for solving problems and making every interaction smooth and positive. Ready to keep customers happy and support your team's success!



✉ christianjunemramos@gmail.com

☎ 09853830784

📍 Rosario Batangas Philippines

WORK EXPERIENCE

COMPUTER FREEKES

Support Technician

11/2024 – Present

Remote Work / Whitianga, New Zealand

Achievements/Tasks

- Assisted customers in Whitianga with technical troubleshooting and issue resolution.
- Provided remote support for IT-related concerns, including setup, maintenance, and problem-solving.
- Ensured effective communication with customers to deliver smooth and efficient solutions.
- Utilized various online platforms for seamless service delivery and updates.
- Maintained accurate documentation and resolved tickets promptly

CALL CENTER AGENT

Linkserve Solutions BPO

02/2024 – 08/2024

Batangas City, Philippines

Achievements/Tasks

- Take care of incoming calls to resolve concerns from clients or complete lead/sale transactions.
- Make outbound calls to carry out surveys, produce leads, extend invitations to events, and/or assist with sales.
- Customer orientation and adeptness in adapting to and engaging with diverse personalities.
- Handle email contact accurately and efficiently.
- Utilize Google Suite and CRM to prepare reports and update data.
- Multitasking, prioritizing tasks, and efficiently managing time.

LIDAR AND SEGMENTATION ANNOTATOR

Remotasks

06/2020 - 03/2024

Remote Work / San Francisco, California

Achievements/Tasks

- Meet dedicated quota for specialized projects such as 2d labelling and 3d lidar annotations for AI development (especially for self-driving cars).
- Utilize the Google Suite on tracking projects and ensuring correct reports on database.
- Utilized various video conferencing software like Zoom, Teams, Google Meet and Discord for seamless communication, and project issue resolution.

INTERNSHIP EXPERIENCE

ASSISTANT TECHNICIAN

Just One Computer Repair Services

08/2022 – 05/2023

Rosario Batangas, Philippines

Achievements/Tasks

- Completed 1040 hours of comprehensive on-the-job training, performing installations, configurations, upgrades, and repairs for laptops, desktops, workstations and printers.
- Resolved hardware and software issues, displaying a solid understanding of Microsoft Windows OS and Microsoft Office.
- Managed network cabling for both office and residential settings.
- Utilized MS Excel for efficient inventory management, computer and printer part orders and supply tracking.
- Delivered good customer service through in-person interactions and effective problem resolution.

CREW MEMBER

McDonald’s Rosario Branch

02/2019 – 04/2019

Rosario Batangas, Philippines

Achievements/Tasks

- Gained valuable experience in customer service, demonstrating effective communication and order-taking skills.
- Thrived in high-pressure, fast-paced environments, contributing to the smooth operation.

SKILLS

- Networking principles and basic knowledge to CISCO networking.
- Computer repair and troubleshooting expertise.
- Proficient in Microsoft Windows OS and Office suite.
- Detail-oriented with strong quality assurance skills.
- Effective communication and customer service.
- Adaptable learner with a dedication to continuous improvement.

PERSONAL INFORMATION

Date of Birth	:	June 10, 2001
Place of Birth	:	Itlutan, Rosario, Batangas
Age	:	23 years old
Civil Status	:	Single
Nationality	:	Filipino
Language	:	English B2

EDUCATION

BACHELOR OF INDUSTRIAL TECHNOLOGY – COMPUTER TECHNOLOGY

Batangas State University – National Engineering University

08/2019 – 07/2023

Rosario Batangas, Philippines

- Overall GWA: 1.71
- Consistent Dean's Lister for 3 consecutive years

TECHNICAL-VOCATIONAL-LIVELIHOOD (TVL) HOME ECONOMICS

Itlutan Integrated National High School (Senior)

2017 – 2019

Rosario Batangas, Philippines

Achievements/Tasks

- With Honors
- Average: 89
- Accredited with Cookery NCII
- President of Youth for Environment in Schools-Organization (YES-O)

Itlutan Integrated National High School (Junior)

2013 – 2017

Rosario Batangas, Philippines

- With Honors
- Auditor of Youth for Environment in Schools-Organization (YES-O)

CERTIFICATIONS AND LICENSES

CIVIL SERVICE PROFESSIONAL ELIGIBILITY

08/2023 to Present

Batangas City, Philippines

CHARACTER REFERENCE

MR. JUSTON I. LUCERO

Business Owner

Just One Computer Repair Services

Contact #: 09912957630

I hereby certify that the above information is true and correct with all my knowledge and belief.

I am excited about the prospect of contributing to your company. My educational background, coupled with my practical experiences and eagerness to learn, make me a strong fit for this role. I look forward to the opportunity to discuss how my qualifications align with your requirements. Thank you for considering my application.


CHRISTIAN JUNE RAMOS
APPLICANT