**Dindo Bantoc Labuac**

Lot 3 Block 23 McKinley Drive, Broadway Pines,

Mayamot, Antipolo City, Rizal, Philippines

Mobile No.: 09762763857

Email Add: vonnuriel@gmail.com

**PERSONAL INFORMATION**

Gender : Male

Date of Birth : March 31, 1980

Age : 43

Birthplace : Mauban, Quezon

Marital Status : Married

Citizenship : Filipino

Height : 5’6 ft.

Weight : 71 kgs.

Religion : Roman Catholic

**WORK EXPERIENCE**

Position : **Grab Driver**

Company : **Grab Philippines**

Address : Metro Manila, Philippines

Duration : Jan 2019 – Up to Present

Duties and Responsibilities:

* Transporting passengers.
* Provide rides.
* Ensuring the safety of the passengers.

Position : **Account Specialist**

Company : **TaskUS Philippines**

Address : Aurora Blvd. corner Anonas Ave., Project 3, Quezon City, Philippines

Duration : June 2018 - October 2019

Duties and Responsibilities:

* Reading Articles
* Data Analysis
* Tagging

Position : **Customer Service Representative**

Company : **Teleperformance**

Address : SM Masinag, Antipoli City, Philippines

Duration : August 2017 - March 2018

Duties and Responsibilities:

* Assist clients with their medical needs.
* Processing medication refill.
* Assist customers on filling grievance and complaints.
* Ensuring that the members get their medication on time.

Position : **Retention Specialist**

Company : **The Result Companies**

Address : Promenade Area Q Plaza Commercial Complex, Imelda Ave. Cainta Rizal, Philippines

Duration : January 2016 - March 2017

Duties and Responsibilities:

* Retain customers.
* Resolve customer's concerns.
* Prevent customers from cancelling their accounts.
* Receive and escalate calls.

Position : **Butcher**

Company : **Fred & Irene Meatshop**

Address : Marikina City, Philippines

Duration : June 2015 - December 2015

Duties and Responsibilities:

* cut meats.
* assist customers.

Position : **Customer Service Representative**

Company : **Expert Global Solutions Philippines**

Address : Lot 1 Cyberpark Araneta Center Cubao, Quezon City, Philippines

Duration : February 2010 - April 2015

Duties and Responsibilities:

* Receive and troubleshoot through phone calls.
* Escalate calls that can't be fixed through phone.
* Process phone order sales.

Position : **Technical Support Representative (Level 2)**

Company : **E-PLDT Ventus**

Address : Sampaloc Manila, Philippines

Duration : January 2008 - October 2009

Duties and Responsibilities:

* Handling just inbound calls for technical concerns.
* Handling escalated calls like Supervisor calls and outbound calls.
* Coordinating with other Departments to resolve the reported complaints of the customers.

**FAMILY DETAILS**

Spouse’s Name : Labuac, Marjorie

Birthdate : July 13, 1992

Highest Level of Education : BS in Accountancy

Civil Status : Married

Son’s Name : Labuac, Dan Marth Uriel

Birth Date : September 17, 2010

Highest Level of Education : Grade 7

Civil Status : Single

Son’s Name : Labuac, Dan Marc Gabriel

Birth Date : July 28, 2016

Highest Level of Education : Grade 2

Civil Status : Single

**EDUCATIONAL BACKGROUND**

**Elementary**  **Year [From] - [To]**

 School: Holy Trinity Academy 1987 - 1993

 Address: Sampaloc, Manila, Philippines

**Secondary**

 School: Central Quezon Academy 1993 – 1997

 Address: San Juan City, Philippines

**Tertiary**

 Course: Computer Technician 1997 – 1999

 School: AMA Computer Learning Center

 Address: Mandaluyong City, Philippines

 Course: Computer Technician 1999 – 2000

 School: Interface Computer College

 Address: Sampaloc, Manila, Philippines

 Course: Bachelor of Science in Computer Engineering 2000 – 2002

 School: AMA Computer University

 Address: Quezon City, Philippines

**SKILLS**

* Computer Troubleshooting
* Broadband Networking
* Network Troubleshooting
* Cisco Networking
* Good Communication Skills
* Professional Driving Skills
* Strong Work Ethic
* Results-oriented

**CHARACTER REFERENCES**

Ms. Diana Lyn Fernandez

Branch Accountant

Banco de Oro

Cel. No.: (63917) 543-0502

Ms. Sharina Doria

Account Specialist

Upwork

Cel No.: (63916) 316-1173

Ms. Lirabelle Obani

Customer Service Representative

Alorica Philippines

Tel. No.: (63935) 388-2698

 **DINDO B. LABUAC**

 Applicant’s Signature