

GERARD ANTHONY GARCIA

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PROFESSIONAL SUMMARY

Experienced professional with a proven track record of ensuring efficient document storage and easy accessibility for staff. Skilled in developing and implementing document management and control strategies. Known for strong organizational skills, meticulous attention to detail, and effective communication. Dedicated to delivering exceptional customer service and support, with a focus on customer satisfaction. Proficient in applying best practices in customer service and adept at identifying and implementing effective solutions to meet customer needs.

CORE SKILLS

- Organizational Skills
- Customer Service Excellence
- Office Correspondence and Consolidation
- Records and Document Management
- Microsoft Office Suite
- Google Suite
- Adobe Photoshop
- Problem-Solving and Adaptability
- Confidentiality and Compliance

PROFESSIONAL EXPERIENCE

School Application Document Processor, Gateway Visa Solution

March 2022 to October 2023

- Monitored the school applications [Canada] of the clients through the ApplyBoard Portal and through the School Online Portals for the Student Visa application of the clients.
- Kept track of post relevant updates pertaining to the school applications of the clients.

Associate Customer Service Representative, Sutherland

August 2019 to March 2020

- Provided customer support or sales support for TripAdvisor customers through Viator.
- Managed high volume of incoming calls, maintaining composure under pressure and providing accurate information to customers.

Agent, Quantrics Enterprises Inc.

July 2018 to May 2019

- Provided customer and technical support to Bell Canada clients.
- Delivered exceptional customer service by proactively addressing concerns and fostering a positive experience throughout all interactions.

Consultant (Customer Service Representative), Sutherland

February 2016 to April 2018

- Provided customer and technical support to global brands such as, Hughes Internet, Amazon, FTD, and Lazada.
- Evaluated client needs and expectations, establishing clear goals for engagement.

Procurement Management Officer II, Procurement Service

July 2013 to June 2015

- Evaluated and recommended technical specifications for information technology related equipment for procurement.
- Maintained and generated records for the employee daily time and attendance through the employee administrative database.

Computer Programmer, University of Santo Tomas

March 2012 to June 2013

- Maintained and updated the student central enrollment information system.

Computer Programmer, Ospital ng Palawan

July 2008 to January 2009

- Provided general information technology related assistance to the employees of the hospital.

Computer Programmer I, Department of Budget and Management

June 2006 to December 2007

- Maintained and updated the department's personnel, payroll, and accounting system.

CERTIFICATION

- Civil Service Commission: Career Service Professional

EDUCATION

Bachelor of Science: Computer Science

AMA Computer College, Legazpi, Province of Albay, Philippines

June 2001 to March 2004

REFERENCE

Available upon request