

# JOANNE PEARL VALLE ALHAMBRA

#211 M.L. Quezon Street Kalayaan Village,  
City of San Fernando Pampanga  
Contact # 09457750968/09763893150  
E=mail address: alhambrajoannepearl@gmail.com



## Objectives:

To learn every rudiment of any task that will be assigned to me and to do my work with passion and to be an effective and efficient employee to you company.

## Educational Background:

College: Don Honorio Ventura Technical State University (D.H.V.T.S.U)  
Bacolor, Pampanga (2005 - 2012)  
Course: Bachelor of Science in Architecture (Undergraduate 5<sup>th</sup> year level)  
  
Secondary: St. Scholastica's Academy (S.S.A)  
City of San Fernando Pampanga (2001 – 2005)

## Skills:

- Proficient in Windows and Microsoft Office including Excel and PowerPoint
- Excellent and creative in planning, designing and editing skills (Auto-Cad, Photoshop, SketchUp and basic V-Ray)
- Able to manage Secretarial works, Site Supervision and Time Management
- Able to Build Relationship, Quick Learner and Listener, Loyal and Discreet (maintain confidentiality), Responsible and Flexible

## Work Experience:

### TELETECH PAMPANGA ( 2010 - 2011 )

as a Technical Support Representative Level I - TMOBILE account

- To answer incoming calls for technical issues and billing concern
- To identify, manage and resolve customer concern
- To provide accurate and right information

**71. 3 Café ( 2011 )**

as a Data Encoder

- To input and process orders, forms, applications.

**RENE S. DESIGN OPTIONS (R.S.D.O) ( 2011 - 2012 )**

as a Auto-Cadd Encoder, Junior Designer, Site Supervision and Secretarial works

- To complete paperworks
- To communicate with involved parties/contractors
- To coordinate with project details

**HEARTIC DESIGN APPROACH and TECHNICAL SERVICES (H.D.A) ( 2012 - 2014 )**

as a Auto-Cadd Encoder, Junior Designer, Site Supervision and Secretarial works

- To create original design work utilizing specifications, sketches, and ideas in developing designs and plans
- To manage and have control with the projects from start to finish to ensure quality and functional of the design
- To be able to communicate and attend meetings with clients, engineers, contractors, etc.

**SUTHERLAND GLOBAL SERVICES (S.G.S) ( 2014 -2016 )**

as a Technical Support Representative Level I - HUGHESNET & UOL - MWS account

- To answer incoming and doing outgoing calls for technical issues and billing concern
- To provide route calls to appropriate resources or department
- To complete all call logs and process workorder

**CONCENTRIX / CONVERGYS (SM City Clark) ( 2016 - 2022 )**

as a Technical Support Representative Level II - DELL account

- To answer incoming calls and doing outgoing calls for technical issues and to respond to customer email concern
- To document all call information according to standard procedures and process workorders, forms, request, etc.
- To research, identify, and resolve customer concern using appropriate resources and ideas

**Character Reference:**

**ARCH. MA. CRISTINA DUNGCA**  
**09455161551**

**BRYAN ESPIRITU**  
**09202044177**

**MONALISA CAYANAN**  
**09682111085**

**Personal Data:**

NICKNAME:	JOC
AGE:	33
BIRTHDATE:	DECEMBER 10, 1988
HEIGHT:	5'1
CIVIL STATUS:	SINGLE
CITIZENSHIP:	FILIPINO
RELIGION:	ROMAN CATHOLIC
LANGUAGE SPOKEN:	FILIPINO, ENGLISH, Basic KAPAMPANGAN

**JOANNE PEARL V. ALHAMBRA**  
Applicant