



"Yanggen guaha minalago', siempre guaha nina'siña"

Summary

I am currently employed at First Hawaiian Bank. I am an alumni and recent graduate of Kagman High School and hoping to attend university in the United Kingdom to pursue my technological career in Computer Software and/or Engineering and IT.

Work History

First Hawaiian Bank

Nov 2014 - present

Bank Teller

*Just starting

IT&E

Jun 2013 - Feb 2014

Universal Service Representative

Consulting with customers to determine their wired and wireless service needs. Increasing the visibility of products and services. Assist with billing inquiries and corrections and breakdowns. Creating a first-rate customer experience. Maintaining sound and up-to-date knowledge of specific wireless products and services. Handling all customer service issues in a timely and professional manner. Handling register receipts, including daily cashing-in / cashing-out. Developing and maintaining long-term relationships with Wired and Wireless Solutions customers as well as building productive relationships with in-store personnel. Following all leads and referrals and engaging in networking. Arranging and displaying store merchandising and restocking merchandise as needed.

IT&E

Mar 2014 - Jul 2014

Call Center Receptionist

Assist customers over the phone and provide appropriate routing handling of all incoming telephone calls for the designated company. Diverts call to voice-mail locations as needed or records and distributes accurate messages. Answers all telephone inquiries regarding related accounts and payments over the phone as well as report and relay troubleshooting info over to their respectful departments either through connecting lines or through a digital connection medium.

Kagman High School

Aug 2010 - Jun 2014

Education

Diploma

High School Diploma

Skills

MINDBill & MINDPOS System

Microsoft Office

Python & Ruby

AS400 System

HTML & Javascript