



# Noruel Coting

## CONTACT

### Address

Al Attar Tower, Sheikh Zayed Road,  
Dubai, UAE

### Phone number

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### Email

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## SKILLS

- I have excellent Time Management
- Extensive knowledge in Microsoft office (Word, Excel, PowerPoint and Outlook) and Photo Editor;
- Proficient in written oral English communication;
- Ability to organize work and to function well under pressure to carry out tasks with minimum direct supervision and according to the settled deadline;
- Possess flexible personality as well as strong analytical, interpersonal, communication and leadership skills.

## LANGUAGES

English (Professional)

Filipino (Professional)

## CAREER OBJECTIVE

To be part of a company where I can utilize my knowledge and skills, provide professional growth and self-fulfillment and to be able to contribute further in its development.

## PROFESSIONAL EXPERIENCE

### Technical Operation Trainer

#### Customer Service Representative/Technical Support Representative

##### Concentrix Philippines

Quezon City, Philippines

May 23, 2023-August 20, 2024

- Delivered engaging and informative training sessions using a range of methods including workshops, e-learning modules, and one-on-one coaching. Adapted content to meet diverse learning styles and needs with regards to the account.
- Provided ongoing support and mentorship to new hires, facilitating smooth transitions into their roles and fostering a positive and productive work environment.
- Monitored and analyzed agents' performance metrics to track improvements and ensure alignment with account objectives, providing actionable feedback and targeted support to enhance overall effectiveness and client satisfaction.
- Conducting calls to assist customers with billing inquiries, provide technical support, and troubleshoot issues, ensuring prompt resolution and a high level of customer satisfaction.

### Subject Matter Expert (SME)

#### Customer Service Representative

##### Teleperformance Philippines

Mandaluyong, Philippines

February 11, 2020- May 10, 2023

- Leveraging deep expertise to guide strategic decisions, provide critical insights, and ensure excellence in TELCO account.
- Developed and maintained comprehensive documentation, training materials, and knowledge bases to support team and organizational learning.
- Provide expert guidance on complex projects and initiatives, offering in-depth knowledge and recommendations to drive successful outcomes.
- Worked closely with cross-functional teams to translate complex concepts into actionable strategies, facilitating effective communication and problem-solving.
- Collaborate with internal teams to ensure customer satisfaction and resolve any issues.
- Achieve and exceed assigned sales targets. Designed and delivered specialized training sessions and workshops to enhance team skills and ensure alignment with industry standards and best practices.

- Analyzed industry trends, emerging technologies, and competitive landscapes to provide actionable insights and recommendations for strategic planning.

### **Enumerator/Document Controller Community Monitoring System**

Dinagat Islands, Philippines

October 2018-January 2020

- Conducting field surveys and interviews to collect accurate and comprehensive data from respondents or sources, ensuring adherence to data collection protocols and methodologies.
- Validating and verifying collected data for accuracy, completeness, and consistency, identifying and addressing discrepancies or issues.
- Compiled and analyzed data to produce detailed reports, summaries, and presentations for stakeholders, providing actionable insights and recommendations.
- Ensure compliance with data protection regulations and ethical standards throughout the data collection process.
- Managed the creation, organization, storage, and retrieval of documents, ensuring proper version control and adherence to organizational policies.
- Maintained accurate and up-to-date records of all documents and data, facilitating easy access and retrieval for authorized personnel.
- Implemented and enforced document control procedures to ensure high standards of quality and accuracy, conducting regular audits and reviews.

### **Machinist/Maintenance**

**Palamos Engineering**

**Surigao City, Philippines**

**August 2017- September 2018**

- Operating and monitoring a range of machine tools, including lathes, milling machines, grinders, and CNC machines, to fabricate, modify, and repair metal parts and components.
- Set up machines by installing and aligning cutting tools, fixtures, and workpieces. Calibrated machines and tools to meet specified tolerances and quality standards.
- Interpreting and working from technical blueprints, schematics, and engineering drawings to ensure precise dimensions and tolerances in manufactured parts.
- Conducting regular inspections of machined parts using precision measurement tools like micrometers, calipers, gauges to ensure compliance with quality and dimensional standards.
- Adhering safety protocols and practices, ensuring a safe working environment and proper use of personal protective equipment (PPE).

## **EDUCATION**

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### **Bachelor in Mechanical Engineering (2011 - 2018)**

Surigao State College of Technology (SNSU at Present)

Surigao City, Philippines

### **High School Diploma (2007-2011)**

**Honorable Mention**

Puerto Princesa-Moleta National High School

Basilisa, Dinagat Islands, Philippines

### **NCII Machinist**