



Jul Brian Dequit

To obtain a Clerical position in a growth-oriented company where I can utilize my administrative and analytical skills and be able to acquire new abilities that will lead me in developing a career progression.

Experience

August 2021 – July 2024

WIPRO Ltd.

Cebu City, Philippines

Associate/Content Reviewer

- Ensures that the content on a given website or service meet the standards and guidelines.
- Reviewing and removing offensive or inappropriate content to monitoring user behavior and flagging potential rule violations.
- Provide effective technical support to the process and actively resolve client issues directly or through timely escalation to meet process SLAs.
- Ensure meets team KPI effectively

August 2019 to Jan 2021

Concentrix

Cebu City, Philippines

Technical Support/Customer Service Representative

- Answer incoming phone calls and provide support to callers experiencing issues on their Internet, cable, Landline and mobile services.
- Respond to technical service (using CRM tools) inquiries from customers in a timely fashion
- Efficiently analyze customer issues and provide logical solutions
- Maintain a high level of company product knowledge to effectively answer customer queries

2016- 2018

TASC

Abu Dhabi, UAE

Outsource - Cannon Emirates LLC

Document Controller/Data Entry

- Follow established guidelines and procedures for receiving, documenting, and scanning customer documents for processing.
- Upload and Update all incoming/outgoing correspondences accordingly
- Undertake quality checking of documents to ensure complete accuracy and record any near-misses' or actual errors in accordance with site procedure
- Transfer Data From Paper formats into computer files or Data base system
- Checking for accuracy and editing files, like contracts
- Reviewing and updating technical documents (e.g. manuals and workflows)
- Hands on with MS office and MS Excel

2008 - 2015

Abu Dhabi Urban Planning Council

Abu Dhabi, UAE

Outsource - Abu Dhabi National Hotels

Document Controller /Admin Assistant

Document Controlling

- Submission (Shop Drawings,Prequalification, MIR,etc..) , Receive and Distribution of all correspondences/project documents
- Log all correspondences/Project Documents
- Review and update technical documents (e.g. manuals and workflows)
- Copy, Scan and upload documents and organize them on a secure server
- Manage the flow of documentation within the organization
- Maintain confidentiality around sensitive information and terms of agreement
- File documents in physical and digital records

Administrative Functions

- Performs administrative (Draft letters, Sending email, Daily report) as per requirements.
- Coordinates with procurement with regard to the FEDEX and Invoices requirements.
- Assisting Engineers for their needs (Paper works)
- Preparing contract and proposal documents.
- Preparing and sending invoices to clients.

Contact

Phone

056 1471838

Email

jbriandequit@gmail.com

Address

Handan st. Abu Dhabi , UAE

Education

2005

Information Technology

System Technology Institute

2003

High School

Misamis University

Expertise

- MS Office
- Digital illustrator
- Adobe Photoshop
- Inkscape,canva
- Software/Hardware Troubleshooting
- Multi Tasking

Language

English

Tagalog

Visayan

Character Reference available upon request