



Contact



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Address

Villa 1, 42-52 2nd St, Al Satwa - Dubai

Education

June 2014 - October 2017

Associate in Information Technology

- Graduate
- University of Cebu

June 2012 - October 2013

Bachelor of Science in Architecture

- Undergraduate
- Cebu Institute of Technology-University

Personal Details

Nationality: Filipino
Birthdate: 22-May-1995
Marital Status: Single

Expertise

- Analytical & Critical Thinking
- Problem Resolution
- Data Entry
- Microsoft Office
- Customer Service
- Technical Troubleshooting
- Calendar and Scheduling
- Lan Cable Crimping
- Adobe
- Administrative

Language

English

Tagalog

Wilson Ano-os

I am an organized, dependable, and successful in managing multiple priorities with excellent problem-solving and time management skills. I seek a full-time position that utilizes my education, training, leadership, initiative, and industry knowledge to contribute to organizational growth. I have expertise in administrative and corporate employment that can offer valuable contributions to the company.

Professional Work Experience

June 2018 - November 2023

Content Analyst and Admin Moderator, Wipro Limited, Cebu City Philippines

- Apply strong analytical skills to assess and classify content based on its compliance level.
- Adopt a detail-oriented approach when reviewing sensitive content to ensure accuracy and thoroughness.
- Detect and remove potential offensive or unwanted images or videos.
- Foster a positive platform environment for all media users.
- Handle sensitive information in a confidential manner.
- Preparing administrative reports.
- Answer calls, taking messages and handling correspondence
- Performing other duties as assigned

March 2021 - October 2022

E-Commerce Drop shipping Product lister & processor (Amazon | Walmart) ,Remote

- E-commerce Associate / Social Media Moderator.
- Generate and optimize product listings on e-commerce platforms.
- Conduct keyword research and analyze competitors.
- Experiment with listing elements to improve conversion rates.
- Handle sensitive information in a confidential manner.
- Preparing administrative reports.
- Review and accurately enter customer orders.
- Performing other duties as assigned
- Manage product images, attributes, and pricing.

November 2016 - March 2018

Customer Service Representatives, Teletech Cebu ,Cebu City Philippines

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Educated customers about billing, payment processing and support policies and procedures.
- Set & Update customer schedule technician repair visits.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Delivered prompt service to prioritize customer needs.
- Promoted available products and services to customers during service, account management, and order calls.

September 2012 - april 2013

CCTV Operator, Global Asset Security Agency, Cebu City Philippines

- Watched both live and recorded video surveillance footage.
- Recorded time, date and location of incidents.
- Operated and maintained surveillance equipment.
- Monitored activities captured on cameras to inform authorities of suspicious activities.
- Reported any incidents immediately to local law enforcement.
- Maintained televising equipment in good operating condition by adjusting, cleaning and performing minor & major repairs.
- Secured premises and personnel by patrolling property and monitoring surveillance equipment
- Investigated suspicious activities and persons to maintain security of premises. Wrote detailed reports of all security breaches and investigations.
- Inspected and adjusted security systems, equipment and machinery to maximize coverage of parking lots and building interior and exterior.

February 2012 - Sept 2012

Waiter / Stock Purchaser / Administrative / Receptionist, William Ninoy's Payag Restaurant Cebu City Philippines

- Meet & greet guests in a friendly and courteous manner.
- Presents and takes orders making sure best recommendations in menus .
- Delivers food and drinks ensures the quality and presentation.
- Monitors inventory and writes items to purchase for refilling the warehouse.
- Updates all records of purchased goods and reports issues timely.
- Performs cost analysis for expected range of profit / revenue.
- Purchase office supplies , equipment.
- Handling office tasks, such as filling, generating sales reports and recording supplies.
- Maintains general office files, books , employees files & records, pay slips , and other files related to the company's operations.
- Coordinating with office activities and company staffs to secure efficiency and compliance to company rules.
- Trains new hires with the daily routine and companies policies & role responsibilities.