

# JOHN ROE G. NECESARIO

INFORMATION  
TECHNOLOGY

## PERSONAL PROFILE

I am flexible, reliable and possess excellent time keeping skills. I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.

## WORK EXPERIENCE

### *Customer Service Representative*

SHEIN SERVICE PHILIPPINES LIMITED CORPORATION  
ROMWE - GLOBAL / SHEIN GLOBAL  
MARCH 2019 - Present

### *Roles and Responsibilities*

- Analyze the customer problem
- Submitting a feedback to the logistics
- Submitting a customer suggestion to the relevant team
- Making a workflow to resolve the customer issue
- Cooperating to the colleagues and managements
- Doing,exchange and refund for the customer products
- Can support via email and chat

## EDUCATION

### *TERTIARY*

: THE UNIVERSITY OF MANILA  
BSCS (*Bachelor of Science in Computer Science*)

## CHARACTER REFERENCE

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BLDG.23 Unit.208 Vitas  
katuparan Tondo Manila.

## SKILLS SUMMARY

- Perform various duties as assigned
- Submitting a feedback to the logistics
- Submitting a customer suggestion to the relevant team
- Well organized and able to meet deadline
- Willingness to get trained
- Profound commitment and determination towards work
- Knowledge in HTML, CSS, Adobe Photoshop, AdobeFlash, AdobeIllustrator, VisualBasic, and Python.
- Can type 59 words perminute
- Knowledge in MicrosoftOffice.
- MSWord,MSExcel,MSPowerPoint