

Rustee Jay Tolentino

Rusteetheone@gmail.com

+639564175160

<https://www.linkedin.com/in/rusteejay>

<https://rstzee.github.io/aboutme/>

WORK EXPERIENCES

Unifi as *Virtual Assistant* (June 2022 to July 2024)

- **Order Management:** Taking phone orders accurately and efficiently, contributing to a 25-30% boost in restaurant productivity.
- **Customer Communication:** Providing exceptional customer service through clear and effective communication, addressing inquiries, concerns, and complaints promptly and professionally.
- **Client Interaction:** Building rapport and interacting with clients on a daily basis.
- **Adaptability:** Successfully managing a dynamic schedule with frequent shifts and overtime.

At&t Converge as *Advanced Technical Support* (Mar 2021 – May 2021)

- **Technical Troubleshooting:** Providing comprehensive technical support to customers, diagnosing and resolving complex mobile data, phone call, text signal, and billing concerns.
- **Customer Communication:** Delivering exceptional customer service through clear and effective communication, resolving customer issues with a **90%+ satisfaction rate**.
- **Problem-Solving:** Adept at identifying and resolving technical issues efficiently, offering solutions that meet customer needs.
- **Sales and Upselling:** Successfully offered relevant additional services to enhance customer experience.
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Kydoodle as *Junior Graphic Artist* (Sep 2018 – Mar 2021)

- **Graphic Design:** Skilled in designing print materials like t-shirts and promotional items, ensuring brand alignment and visual appeal.
- **Client Communication:** Cultivated strong client relationships by directly interacting with them to understand their brand identity and design preferences. Effectively communicated design concepts and revisions, fostering a collaborative and successful design process.
- **Project Management:** Managed multiple design projects simultaneously, meeting deadlines and exceeding client expectations.
- **Software Proficiency:** Proficient in industry-standard design software like Adobe Photoshop, Illustrator and Microsoft Suite 360.

SKILLS

Technical Skills:

- Adobe Photoshop and Illustrator
- Web development (JavaScript, HTML, and CSS)
- Java
- Microsoft Office Suite

Soft skills:

- Customer Service Experience
 - Technical Support
 - Adaptability and Time Management
 - Interpersonal Skills
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CERTIFICATION AND COURSES

Technical Support Fundamentals

- Issued by Google and Department of Trade and Industry Philippines
- Credential ID 2SE8FH4WUMNA
- May 2024

The Bits and Bytes of Computer Networking

- Issued by Google and Department of Trade and Industry Philippines
 - Credential ID 2JJXNBHGG82
 - June 2024
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EDUCATION

College:

Mabalacat City College

- 1st Year Bachelor of Science in Information Technology

Senior High School:

Jose C. Feliciano College Foundation

- Humanities and Social Sciences (2018-2022)
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PERSONAL DETAILS

First Name: Rustee Jay

Middle Name: Cunanan

Last Name: Tolentino

Address: Mabalacat City, Pampanga 2010

Date of Birth: November 15, 2001

Citizenship: Filipino

Marital Status: Single

Language(s) Spoken:

- English
 - Filipino
 - Kapampangan
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