



MARICON ALBUNA GREGORIO

Bachelor of Science in Computer Engineering



 Manama, Bahrain

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Experienced, highly motivated and detail-oriented professional in Quality and Improvement domain. Practiced people management, conducted research for proficiency development and implementation of new helpful ideas correlating with different departments. Have also set of different skills and comprehensive knowledge with software, hardware, network competency and technological facet.

Professional Experience

Customer Service Representative

MAK.today Online Services

Office 31, Bldg. 421W, Al Kwaja Center, Road 1805, Block 318, Manama / Al Hooraa, Kingdom of Bahrain

November 2022 – Present

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Follow up customers to ensure service is received and ask for feedback to secure quality satisfaction on their end. Keep records of customer interactions and file documents in CRM
- Follow communication procedures, guidelines and policies. Take the extra mile to engage customers
- Managing a team freelance cleaner.
- Perform hiring process of freelancer cleaners; monitoring applications, follow up thru various channels, carry out interviews, explaining and help support in navigating the mobile application
- Making daily calls reports for follow up leads or applicants and compiling needed visuals and information on shared files

Quality Control - Team Leader

Eureka Electric Appliances Philippines Corporation

E. Rodriguez Rd., Oxford Compound, Sta. Rosa 1, Marilao, Bulacan PH 3019

July 2021 – September 2022

- Assess quality assurance strategies periodically to determine best practices and improvements that could lead to fewer problems and interruptions in the production schedule
- Communicate with management and other team members when problems arise and offer possible solutions to help correct any mistakes during manufacturing
- Seek answers and information regarding customer or in-house problems with product quality or performance by investigating all parts of the production process

- Document quality control practices by entering data into logbooks, noting information in computer databases and recording all inventory and actions
- Lead and assess employees whether they need trainings and/or better lecture to prevent mistakes during production
- Propose ideas in improving line defect detection and minimization

Quality Control Staff

Eureka Electric Appliances Philippines Corporation

E. Rodriguez Rd., Oxford Compound, Sta. Rosa 1, Marilao, Bulacan PH 3019

June 2020 – June 2021

- Analyze raw to finished product samples daily for quality and known product specifications before the final stage of production
- Reporting discovered defects to all relevant departments for correction and solution
- Data gathering for monitoring such as the movement of weights with respect to cycle time and other variations that is directly or indirectly affecting the existing standard

Quality Assurance Inspector

QC Styropackaging Corporation

Km. 25 National Rd., Guyong, Sta. Maria, Bulacan PH 3022

September 2018 – March 2020

- Ensuring and maintaining that the products and services are meeting the established standards set by the company through inspecting, testing and measuring specifications to determine tolerances using precision measuring tools.
- Monitor feed and speed of machine during process.
- Execute and conduct quality improvement testing and processes of different area assigned
- Documenting quality assurance activities and creating audit reports
- Communicating with other team members to solve problems futuristically

Travel Staff

HIS Global Inc.

Unit 908, 9th Floor, 2251 IT Hub, Chino Roces Ave, Makati, Metro Manila, PH 1233

February 2018 – August 2018

- Analyzing booking schedules based on customers' requests, aligned with the standard booking policies and hotel's terms of condition
- Handles accurate encrypting of booking schedules
- Contributes to company efforts by accomplishing related tasks as needed
- Builds and maintains relationships with travel mentors internationally

AutoCAD Operator

Food and Machinery Industrial Corporation

Blk. 4 Lt. 4A Phase 4 Hon. Circle St. Sterling Industrial Park, Meycauyan, Bulacan, PH 3020

October 2017 – February 2018

- Provide detailed design drawings to support construction projects utilizing AutoCAD applications for such features as front, rear and side elevations, cross sections and isometric view of a certain part or materials for the project
- Monitor the production of drawings to ensure that measurement is strictly executed
- Coordinates with project manager, team members and builders for the progression of business deals
- Ocular inspections and actual evaluations on what need to be done in revamping or assembling new part or machine as per project base

Network and Technical Support – On the Job Training

VST-ECS Phils., Inc.

MSI-ECS Complex M. Eusebio Avenue San Miguel Pasig City Metro Manila PH 1600

2016

- Fully supporting, configuring, maintaining and upgrading in house networks and in house servers
- Installing and integrating new server hardware and applications
- Deploying and setting up computers, laptops, intercommunication phones and printers for new employees
- Monitor and maintain computer systems and networks of the company. Talk to staff or clients through a series of actions, either face-to-face or over the phone, assist in resolving technical issues such as troubleshoot system error and network problems, diagnosing and solving hardware or software faults, replace parts as required upon assessment

Academic Attainment

Bachelor of Science in Computer Engineering

Bulacan State University

2017

Certifications, Seminar and Trainings

- National Certificate II (Computer System Servicing)
Technical Education and Skills Development Authority (TESDA), 2014
- Computer Engineering Unleash: The knowledge and integrity Development in I.T. and Future Trends
Bulacan State University, 2015
- The Future of Computing
Bulacan State University, 2016

- Latest Trends in Computer Hardware
Bulacan State University, 2017
- Application of Microelectronics: Interactive Embedded System Using Arduino
Bulacan State University, 2017
- Network and Computer Security: Protecting your I.T Assets
Bulacan State University, 2017
- Certified Lean Six Sigma Yellow Belt
DivergenZ Training and Consulting, 2021
- Fundamentals of Project Management
MST-Connect Ph, 2021
- Process Mapping Bootcamp
DivergenZ Training and Consulting, 2022
- 7 Quality Tools
DivergenZ Training and Consulting, 2022
- ISO 45003:2021 OHSMS – Psychological Health and Safety at Work Assert Management Consultancy Services, 2022
- ISO Certification Process
Assert Management Consultancy Services, 2022

Technical and Interpersonal Skills

- Microsoft Applications (Word, Excel, Office, Powerpoint, Access)
- Visual Basic 6.0
- Adobe Photoshop, Corel Draw
- Basic Python Programming
- HTML, CSS, Javascript
- C, C++ Language, Assembly Language
- Basic Autocad
- Networking and Troubleshooting
- Reformatting, Installing Drivers
- Critical thinking and problem solving
- Professionalism and strong work ethic
- Oral and written communications skills
- Leadership, Teamwork and collaboration exertion
- Self-motivated and flexible