

# Alon Mendoza Mabalay

June 14 1988

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## **CAREER OBJECTIVE**

Seeking a Responsible job with an opportunity for professional challenges to secure a working position that would make efficient use of my capabilities and knowledge, as well as to contribute to the company's strengths. To develop a good working environment with employers and employees.

## **KNOWLEDGE AND SKILLS**

Fluent in English and Filipino, Computer literate (Office, Adobe Programs, etc.), skilled in minor computer troubleshooting (software and hardware) Cable TV, Internet troubleshooting; Automotive Electrician and Mechanic, has good communication and interpersonal skills, First aider. Team player and leader; can work under pressure and minor supervision.

## **CAREER PROFILE**

### **Driving Instructor / Motorpool Mechanic & Supervisor**

Verge Driving School (**Grand Business Management Corporation**)

April 2020 to current

#### **Job Description:**

- Preparing lessons that are tailored to students' needs.
- Providing instruction on the parts and functions of a vehicle, and on-road regulations.
- Teaching practical skills related to all aspects of driving.
- Helping students to develop confidence in their driving skills.
- Gaining control of the vehicle during emergency situations.
- Calming students who are in distress.
- Documenting and reporting on students' progress.
- Informing students when they are ready to take the driver's test.
- Reporting all accidents to the Head of the driving school.
- Performs wide range of maintenance mechanical or electrical services needed for the company's vehicles

### **Operations Support Officer, Policy Administrator**

Chubb Insurance Company

February 17 2021 to June 30 2021 ( Project based)

#### **Job Description:**

- Files insurance applications
- Process insurance claims

### **Automotive Electrician and Mechanic (Owner)**

Datu Buhawi Garage

July 2017 to current

#### **Job Description:**

- Detect and note down defects in automotive systems.
- Repair and check the performance of automotive vehicles.
- Communicate defects to vehicle owners with costs of repairs.
- Check and repair electrical suspensions and wheel alignments of automotive vehicles.
- Perform oil changes, tire rotations, and belt changes of automotive vehicles.
- Ensure total customer satisfaction through excellent automotive mechanic services.

### **Financial Banker - Knowledge Expert**

IBM/Concentrix Philippines - Westpac

August 2018 to October 2019

#### **Job Description:**

- Informing customers of bank services, including credit cards, loans, policies and procedures
- Handling concerns regarding transactions
- Processing financial applications
- Assist customer satisfaction and retention by resolving customers issues
- Utilizing bank software to complete tasks
- Performing online banking account troubleshooting
- Assisting colleagues through unfamiliar process and queries
- Responsible for updates and request support for further development requirements
- Ensure to demonstrate all sound judgment for decision making complying with set guidelines and methods

### **Subject Matter Expert**

IBM/Concentrix Philippines -Bell Canada

May 2016 to July 1 2017

#### **Job Description:**

- Extracts score cards and provides coaching sessions for all tier agents
- Review processes and update when necessary
- Provides performance reviews for each team member
- Responds and resolves questions of agents regarding account and department processes
- Ensure team mates have the right knowledge and resources to perform their jobs
- Assist team leader and perform team leader tasks when needed

### **Customer care specialist (Voice and Chat support)**

IBM/Concentrix Philippines -Bell Canada  
August 9 2013 to May 2016

#### **Job Description:**

- Performs basic to advance troubleshooting (TV, Internet and home phone)
- Identify and Isolate the issue
- Proper & accurate account notation
- Educate customers about self-help options
- Handles 2-3 customers at the same time for both billing and technical issues
- Retain customers / level 2 escalation
- Sales

### **Technical Support**

Teleperformance – Microsoft, Windows 8 / AT&T U-Verse  
August 8 2012 to September 11 2013

#### **Job Description:**

- Performs basic to advance troubleshooting
- Obtain general understanding of computer operating system and application operations related to company offered services
- Identify and Isolate the issue
- Proper & accurate account notation
- Educate customers about self-help options

### **Customer Service**

Convergys – AT&T Mobility  
November 28 2011- September 1 2012

#### **Job Description:**

- Performs basic troubleshooting for mobile devices
- Process payments and payment arrangements
- Provide billing explanation
- Keep wireless account current
- Provide basic customer support or proper transfer to account specialist
- Proper & accurate account notation

### **Technical Support Representative I**

Teletech – August 8 2011 to October 10 2011  
Telecom, New Zealand –Telco account

### **Customer care specialist**

APAC – October 2010 to April 2011  
*MedCo* - U.S. Medical account

### **Service crew**

Golden Arches Development Corp  
May 2005 to July 2005

## **EDUCATIONAL BACKGROUND**

**Secondary Education:** University of the Philippines Integrated School - Batch 2005

**Tertiary Education:** Philippine National Red Cross, Quezon City Chapter  
Nursing Aide SY 2005 to SY 2007

University of the Philippines – Diliman  
College of Fine Arts  
Visual Communication  
SY 2007 to SY 2009

Miriam College - Adult Education  
Automotive  
Automotive Servicing NCII  
SY 2019  
Graduated with honors