**SANTO KRISMAS MANULLANG**

JL Pramuka #03, Rahabasa. Bandar Lampung, Indonesia.

Contact # +6281274351966 (Indonesia)

Contact # +639165377043 ( Philippine )

Email Address: [be1\_imz@yahoo.com](mailto:%20be1_imz@yahoo.com)

**PERSONAL PROFILE:**

* I am an enthusiastic and hard working individual, who is self- aware and always seeking to learn and grow. When problem arise, I tend to have a tendency to work matters for the benefit of all, rather than for an individual party. I possess a strong ability to perform effectively and accordingly.

**CAREER OBJECTIVE:**

* To obtain a meaningful and challenging position that enables me to enhance my skills and allows for advancement.

**EXPERIENCE:**

* **Sykes Asia Inc.**

**Quezon City, Philippines.**

Bahasa Indonesia Technical Support Representative (TSR) - June 7, 2010- July 31, 2011.

* Responsible for handling all persistent cases, particularly in email.
* Responsible for providing technical support such as bugs, software issues, email issues, login issues and passwords.
* Highly trained in managing tools for troubleshooting.
* Weekly report and translations tasks for Quality Monitoring.
* Provide technical support as well as managing abusive websites.
* Done other duties as assigned daily/weekly.
* **Oakleigh Capital Limited.**

**Makati City, Philippines.**

Bahasa Indonesia Costumer services Representative (CSR) – November 26, 2011- Febuary 23, 2012.

* Responsible for handling all persistent cases, particularly in Chat, email and Provide out bound call and in bound call.
* Responsible for providing technical support such as game issues, software issues, Bank issues, and login issues and passwords.
* Highly trained in managing tools for troubleshooting.
* Daily report and translations tasks for Quality Monitoring.
* Provide out bound call.
* Done other duties as assigned daily/weekly.
* **iFOREX Online Trading.**

**Mckinley Hill, Philippines.**

Bahasa Indonesia SALES CONSULTAN – March 2, 2012 – July 15, 2012.

* Expalin the coustomer with highly trained about iFOREX
* As a sales counsultan and Trainer of iFOREX for Coustumer.
* Responsible for handling all persistent cases, particularly in Chat, email and Provide out bound call and in bound call.
* Responsible for providing technical support such as iFOREX Issues, Bank issues, and login issues and passwords.
* Highly trained in managing tools for troubleshooting.
* Done other duties as assigned weekly/mountly with high performance and number one good record agent Indonesian as a asia passific country.

**INTERNSHIP TRAINING:**

* Medical Specialist and Diagnostic center (MSDC)

Philippine Women’s University

Taft Avenue, Metro Manila

June 09, 2009 – September 15, 2009.

* East Avenue Medical Center

Department of Pathology and Laboratory

East Avenue, Quezon City

September 23, 2009 – March 25, 2010.

**CERTIFICATIONS:**

* May 26, 2003: Certificate Award of Drug Poster at SMU 1Bandar lampung. Indonesia.
* May 16-20, 2005: Certificate Award of Microsoft Office at Elvindo Computer. Bandar Lampung, Indonesia.
* November 12, 2007: Recognition for Service Award at AUP.
* September 24, 2009: Recognition for Service Award at PWU.

**SKILLS:**

* Flexible and quick-learning achiever who is responsible and highly organized.
* Extremely personable worker with strong social skills who works well in team environments.
* Talented, creative worker with strengths in angles of Communications.
* Ability to receive telephone inquiries in a tactful, helpful manner.
* Ability to maintain confidentiality.
* Ability to respond to emergency situations and unpleasant elements.
* Very knowledgeable Medical Technology.
* Ability to instruct/teach/tutor.
* Play music, piano, drum, and guitar.
* Computer literate: Microsoft Office (Word, Excel, and PowerPoint), 3D Home designer, and Adobe Photoshop and Internet navigation.
* Language: Bahasa Indonesia, English, and Tagalog.

**EDUCATIONAL BACKGROUND:**

* **Bachelor of Science in Medical Technology**

College of Philippine Women’s University

Taft Avenue, Manila, Philippines.

March 9, 2006 - March 27, 2010

**PERSONAL DATA:**

**Place of Birth**  : Sekincau, Bandar Lampung. Indonesia

**Date of Birth**  : December 23, 1985

**Gender** : Male

**Civil Status** : Single

**Citizenship** : Indonesia

**Religion** : Christian Protestant

**CHARACTER REFERENCE:**

***Dr NINI F. LIM***

***Dean, College of Medical Technology***

*Philippine Women’s University*

*Taft Avenue, Manila. Philippines.*

*+639196325428*

***Caroline Tejowidjojo***

***Student of Adventist University of the Philippines.***

*Silang Kavite, Manila. Philippines*

*+6387883545438*

*I hereby certify that the above information are true and correct to the best of my knowledge and belief.*

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**SANTO KRISMAS MANULLANG**