

# MOISES RENDELL C. BOTON

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## Objective

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To contribute to the company by applying my present knowledge, skills and experiences, while actively seeking opportunities to acquire new knowledge, enhance my skills, and grow professionally.

## Work Experiences

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### Customer Technical Support 1 at INTUIT, Foundever ATC

(November 6, 2023 - Present)

- Supports individuals, small business owners up to multi millionaire entrepreneurs with their accounting software needs through QuickBooks
- Providing customer assistance and offering products that suits to the needs of their business.
- Assisting customer with technical stuff using QuickBooks.
- Trained with OL Core Plus, Data Migration and Merchant Services

### Technical Support Representative at Straive

(October 2021 - October 2023)

- Answers web cases through email.
- Provided assistance on issues specifically scanning documents on a digital platform.
- Handled issues with regards to application malfunctions and receiving errors.
- Assisted customers on a live chat.

### Customer Service Representative at Straive

(May 2021 - October 1, 2021)

- Assisted customers on a hybrid setup, taking inbound and outbound calls and doing cases on email at the same time.
- Activated and deactivated online subscriptions of e-books.
- Assisted individuals and professionals with regard to the subscriptions they purchased for school and personal use.

### Sales and Service Associate at the Philippine National Bank

(May 2013 - February 2021)

*Promoted from Senior Clerk to Sales and Service Associate (2020)*

*Awarded as Teller of the Year based on bank transaction counts (2018)*

*Promoted from Junior Clerk to Senior Clerk (2015)*

*Recognized for Outstanding Achievement and Exemplary Performance in Revenue Generation (2014)*

- Provided customer service and served hundreds of clients daily.
- Processed payments, receipts, and bank transactions.
- Prepared and submitted daily reports on bank transactions.
- Performed bank office functions, and addressed concerns of customers and clients.

## **Service Crew at the Golden Acres Development Corporation (Mcdonald's)**

(April 2010 - January 2013)

*Awarded twice as Best in Lot and Lobby in a Metro Manila wide recognition and All-Star Crew Competition (2010) and 2nd Place in a Nationwide All Star Competition (2010)*

- Served customers as a working student and service crew at the same time in college.
- Ensured that food safety practices and procedures are strictly followed.
- Sanitized food preparation areas and performed cleaning duties.
- Operated cash registers and prepared variety of meals ordered in a fast and efficient manner.

## **Educational Attainment**

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Completed **Bachelor of Science in Business Administration (Major in Financial Management)** as college scholar and working student at the Dr. Filemon C. Aguilar Memorial College of Las Piñas in 2012.

## **Organizations and Affiliations**

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- Music Coordinator and Guitarist of the Feast (Bellevue) Singles Ministry (2015-present)
- Chapter Head in Las Pinas of the CFC Youth for Christ (2006-2015)

## **Certifications**

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- Lean Six Sigma White Belt
- Intuit QuickBooks Online Payment Training Certificate
- Certified QuickBooks Online ProAdvisor

## **Skills and Abilities**

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- Proficient in Microsoft Office Application (MS Word and Excel)
- Good background in financial transactions and analytical skills
- Ability to multitask and work under pressure
- Easily adapt to work environment and culture
- Proactive customer service, recognized for excellence in dealing with clients

## **Personal Information**

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Birthdate: December 26, 1991

32 years old

Civil status: Married (February 2021)

Height: 5'3"

Birthplace: Cagpandan, Baleno, Masbate

Citizenship: Filipino

Weight : 121 lbs.

## Character References

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- Ms. April Anne Zacarias  
Team Leader/ Coach at INTUIT, Foundever ATC  
0975 653 0469
- Mrs. Minette Rimando  
Communication Officer / United Nations Official, International Labour Organization  
0926 055 2536

*I hereby certify that the given information is true and correct.*

Moises Rendell C. Boton  
Applicant