

HASMIN M. ESAH

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OBJECTIVE

Dedicated individual seeking a job opportunity for career growth specially in working with data and utilizing skills I have developed and contribute to organizational success.

EDUCATION

Polytechnic University of the Philippines — Taguig Branch

October 2020 - October 2024

Bachelor of Science in Information Technology

- **President's Lister A.Y 2020-2021 , 2022-2023(First Semester) , 2023-2024**
- **Dean's Lister A.Y 2021-2022, 2022-2023(Second Semester)**

2018-2020

Moreh Academy

Senior High School (TVL- Information, Communication and Technology)

- **With Honors**
- **Perfect Attendance Awardee**

Maria Asuncion Rodriguez Tiña Memorial High School

2014-2018

Junior High School

EXPERIENCE

November 2024

TP-Aura

- Present

Technical Support Representative

- Offer technical support to customers by responding to questions and concerns
- Identifies problems and guides customers to troubleshoots common issues and directs customers towards appropriate department if further assistance is needed
- Writes and maintains documentation of calls
- Make outbound calls to customers to keep them updated and ensuring their queries are resolved.
- Maintaining positive attitude in customer and call handling
- Responsible for providing guidance and support to the team
- Analyze problems, identify root causes, and propose effective solutions to address them.

Subject Matter Expert

- Providing support and training to new hires imparting expertise with processes and LOB
- Take indirect escalations from customers with unresolved queries
- Becoming the team's point of contact when supervisor is not around to ensure the team can still work efficiently
- Updating the team with performance metrics update
- Engaging with Quality Assurance Testing for new launched systems

April 24, 2024

DOST - Technology Application and Promotion Institute

- July 9, 2024

Intern

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Browsing the system to analyze and gather related documents per client assigned by the management.
- Addressing data inconsistencies by working with administrative staff to locate missing data.
- Attending to data queries and reporting any major data errors to management.
- Uploading and updating information of clients to the system in an organized manner
- Assisted in Administrative Tasks.
- Keeping a record of hard copy data such as correspondences and other organizational related documents.
- Maintaining a detailed and organized storage system to ensure data entries are complete and accurate.

2023 - 2024

Integrating Tracer Studies for PUP Taguig's Alumni Portal System

Quality Assurance Tester

- Designing test plans, scenarios, cases, and procedures.
- Analyzing test results and reporting to the team.
- Executing tests on the uploaded system.
- Working with the team to correct bugs and errors.

Document Analyst

- Proofreading documents upon changes.
- Gathering client requirements for system updates or improvements
- Performing transcription and conversion work.
- Ensuring documentation integrity.
- Controlling access to documents.
- Working with colleagues to ensure consistency of documentation practice across the team.
- Establishing data entry standards by continually updating filing systems to improve data quality.

April 2022 -
May 2026

Islamic Youth for Da'wah Organization

Event Organizer, Auditor, and P.I.O

- Brainstorming and implementing event concepts and themes.
- Anticipating attendee needs and making preparations against potential risks.
- Developing post-event feedbacks with the team on the effectiveness of each event.
- Keeping records of program expenses and organization funds for transparency and reference
- Ensuring the venue is clean and organized and serving food and drinks.
- Packing up equipment when the event is completed.
- In charge with public information such as caption posting
- Organize a blueprint detailing event needs and priorities before, during, and after event

SKILLS

- Google Suite and Microsoft Skill
- Typing Skill (48 WPM)
- Basic Programming Skills
- Basic Web Development Skills
- Basic Query Language (SQL)
- Detail-oriented, Flexible, Adaptable, Resourceful
- Basic Technical Support
- Basic Mandarin
- Problem-Solving Skill
- Communication Skill
- Organization Skill
- Proactive

OTHER ACHIEVEMENTS

- SOLOLEARN Certificates (SQL, PHP, and C# Courses)
- Virtual Assistant Training PH Completer

ORGANIZATION AFFILIATION

Polytechnic University of the Philippines - Taguig Computer Society

2020-2024

Member

Islamic Youth for Da'wah Organization (IYDO)

2022-2026

Auditor and Public Information Officer

REFERENCE

Aslainor Mabaning

Audit Associate

Pricewaterhouse Coopers Acceleration Centre Manila

09091555419

Hasmin Adziz

Jr. Service Desk Analyst

Full Potential Solutions

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