



AARON PERRY P. CACHO

A: 38 Baguio Country Club Village, Baguio City | M: +63 9062434428 | E: aaronperry.cacho@gmail.com

CAREER OVERVIEW:

Seeking a new challenge and career growth where I can bring with me 10+ years of experience coming from diverse fields of knowledge ranging from being an administrative assistant, dialer specialist, customer service, technical support & software testing thus I can utilize my excellent customer-centric approach combined with my technical knowledge and profound ability to handle multiple tasks while working under pressure in a fast paced environment, I am an organized and flexible professional who can adapt successfully to changing situations, self-motivated and results driven with a strong attention to detail and time management skills.

CORE STRENGTHS

- Customer service oriented with a passion to deliver consistent exceptional service
- Technically inclined with knowledge on current technologies and trends
- Diverse knowledge ranging from software to hardware
- Ability to recognize and respect different perspectives
- Quick learner who enjoys challenges
- Results driven by meeting and exceeding expectations set

PERSONAL ACCOMPLISHMENTS (in order of most recent)

- Re-modified color scheme to match the logo and presentation information used by our colleagues who presents to prospective clients/ customers showing better more reliable products in today's market including previous success from previous installations as mentioned by some of our clients thereby increasing our client/ customer base (as a Admin Assistant for GFE Group Pty Ltd)
- Transcribed a full training session into a readable format making newer employees in training who will be doing the job be able to have the option to listen/ read the training session and be successful in their future endeavor (as a Dialler Specialist with Emapta Offshore Staffing)
- Successfully setup and deployed a open source application similar to the testing tool used by the testing team thereby reducing cost spend on licensing/ renewal (as a Software Test Analyst with Reed Elsevier Shared Services)
- Trained the technical support team reducing average handle time by 3-5min meeting the team's monthly stats therefore garnering us "specialty rights" of choosing our day's off and schedules (as a Team Lead OIC while with Convergys)

PROFESSIONAL EXPERIENCE

GFE Group Pty Ltd

Commercial Solar Analytics Specialist / Admin Assistant

Aug 2016 – ongoing

- Calculates pre and post energy, usage, and savings before going to solar and once on solar and determining basically "how long will you get what you paid for"
- Creates presentations as based on the solar results to give a clear picture to the client
- Performs administrative and office support activities for multiple supervisors
- Provides information, suggestion, solution by answering questions and requests
- Contributes to team effort by accomplishing related results as needed
- Creates suggested Solar Panel placement for optimum efficiency on location for clients
- Creates appointment schedules for possible clients via Pipedrive
- Creation of banners, images and the like for new or existing products and equipments that will be part of the presentation or brochures used by the company
- Other duties as assigned

Tools used:

- Microsoft Office, Google tools (Google docs, drive, sheets), Skype, Pipedrive, Nearmaps, Customized Solar Calculator, Photoshop, GIMP

Emapta Offshore Staffing

Dialler Specialist/ Admin Assistant

July 2015 – July 2016

- Load call list to the dialer for telemarketers to call
- Data entry and manipulation inside Salesforce
- Data entry and manipulation inside vtiger
- Data import/ export inside Salesforce
- Quality assurance and performance monitoring of agents
- Solar Panel placement suggestion via Nearmaps
- Cut dialing list to be loaded to the dialer
- At times Data Mining to add in to the dialer

Tools Used:

- Microsoft Office , Google tools (Google docs, drive, sheets), Skype, Salesforce CRM, Nearmaps, Vtiger CRM, Pipedrive, Photoshop, GIMP

Convergys

Citibank Customer Service Representative

October 2014 – July 2015

- Perform transaction processing which includes financial entries and data maintenance
- Identify and analyze sales opportunities to further enhance client relationships

Tools Used:

- Customized Company CRM software

Reed Elsevier Shared Services Philippines Inc.

Web Developer

July 2014 – September 2014

- Short trainings for new role given

Software Test Analyst

May 2013 – June 2014

- create documentation such as test scenarios, test case, and detailed test steps
- analyze and interpret business requirements
- develop detailed test cases (test scenarios, test scripts, expected results) based from requirements
- create and import test cases to HP Quality Center
- analyze test results to assure quality of existing & new functionalities
- identification and creation of test data needed to exercise test conditions, define testability elements and verify test techniques
- identify expected results, review test scenarios for completeness
- perform various types of test (functional, integration, regression) and filing issues found
- perform thorough test case execution and analysis report for installed software patches both in test and production environment
- reporting and tracking all defects and problems found during testing & retesting resolved defects in HP QC
- executed various test scripts automatically as part of the daily sanity test via QTP

Tools used:

- Commercial Test Tools: HP Quality Center, HP Quicktest Professional
- Installation &Deployment of an Open Source Project Management & defect tracking tool: Redmine

Projects:

- WebStar Testing
- Admin App (4.0, 4.2, 4.3)
- USR (4.0)

Technical Support

January 2011 – May 2013

- address customers technical and accounting concern regarding the PCLAW software that they purchased
 - tracking all clients and contract related information of their firm & cases
 - mapping associated events, documents, email, time & expense entries to each matter they are associated to
 - synchronizing the software's calendar (tracking meetings, court appearances, etc.) with Microsoft outlook
 - fix any discrepancy noticed be it on their billing, accounts receivable or any area in that deals with how they are getting paid back for their services rendered
 - understand reports generated and guide them on customizing reports based on how they would like the output to be

Tools Used:

- Customized Company CRM software, PCLAW software

Convergys

Subject Matter Expert/ Technical Support (UVerse)

November 2008 – January 2011

- address technical concerns regarding fiber optic technologies connections to TV, internet, and phone
- day in and out duties and responsibilities:
 - if situation arises, determine point cause of issue, be it on the actual fiber line, distribution node, DSLAM or on the actual public switched telephone network (PSTN) & from there determine if its fixable or a technician dispatch is needed for it to be fixed
 - troubleshoot equipment (internet gateways, dvr/ wireless receivers) & fix issues for problems encountered; if it is not fixable a replacement is sent out with the option to be with a technical person to replace and set it up or not (depending on preference)
 - troubleshoot actual connections depending if they are set up on a FTTN, FTTP connection & depending on the point of problem/s
 - make contact with groups responsible of fixing the problem/s encountered (POTS technician, local technician)
 - upselling the product as a means to increase revenue for the company and satisfaction of the customer

Tools Used:

- Customized Company CRM software

ETelecare

July 2006 – October 2008

Dell Technical Support

- address technical concerns in DELL trademark products
- day in and out duties and responsibilities:
 - troubleshooting laptops and desktops bought/deployed to different people or companies
 - troubleshooting default software that came with the unit
 - troubleshooting the unit over the phone
 - user supervision (e.g. breaking/ tearing down the unit, fixing/ adjusting/ replacing components)
 - conducting remote connection to fix issues concerning software
 - configuration of systems (e.g. setting up remote connection, internet connectivity, etc.)
 - tracking equipment via preferred carrier which is sent out to users and/or customers
 - tracking equipment (e.g. checking drop off & pick up points, communicating with preferred carrier on current status)
 - upselling Dell equipments, units, devices, etc.

Tools Used:

- Customized Company CRM software, Remote Desktop Connection tool: Dellconnect

2nd level Technical Support (AOL)

- one of the next support for the 1st level colleagues
- advance troubleshooting and follow-ups regarding Telco issues

Tools Used:

- Customized Company CRM software

EDUCATION

Bachelor of Science in Computing Sciences (BSCS)
Saint Louis University
Baguio City, Philippines

Saint Louis University – Boys' High School
Baguio City, Philippines

Saint Louis University – Laboratory Elementary School
Baguio City, Philippines

Extra Trainings Completed

CCNA 1 Networking Basics
CCNA 2 Router and Routing Basics

EXPERIENCE WORKING WITH

- Knowledge on WAN/ LAN/ Wireless connection
- Computer maintenance, troubleshooting, installation, management
- Cisco Router basic configuration
- Basic Website Development
 - HTML 5 & CSS 3 using sublime
- Operating Systems:

- Windows 1998, Windows 2000, Windows XP, Vista, Windows 7, Windows 8, Windows 10, Mac OS X, Classic Mac
 - FTP Client
 - Cute FTP
 - Programming Language
 - Visual Basic 6.0
 - Turbo C
 - PHP
 - Ruby on Rails
 - Databases
 - MySQL (Essentials, Workbench)
 - Microsoft Access
 - Web Server
 - Apache
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CHARACTER REFERENCES

- Arvin Ilagan MSBA RMP CSSYB
Managing Director, AVCS Telashore
admin@avcstelashore.com
+639062361333
- Brendon Campbell
IT Consultant
+61400151111
- Janine Stuart
Operations Manager / Office Manager, Eco-supply Australia Pty Ltd
+61411101764
- Tyler Dorval
IT Manager/ Technical Service Manager
Empyreal Energy International
- Ms. Jem Lopez
Office Manager, Emapta Offshore Staffing
Jem.lopez@emapta.com
+63 2 437 8682
- Mrs. Joanne Landicho
Manager (Software Department), Reed Elsevier Shared Services Philippines Inc.
+63 9088865196
- Mrs. Wilma Doctor
Relationship Manager, Development Bank of the Philippines
wpdoctor@dbp.ph
+63 9177741231
- Mr. Alexander Coronado
Delivery Assurance, Reed Elsevier Shared Services Philippines Inc.
+63 9177920878

**numbers listed are what they were using when I was still working with them and prior to moving on*