

Lionel Jacob V. Chen
Electronics Communications Engineering
Dubai, UAE
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OBJECTIVE

Recent Electronics Engineering graduate with a solid foundation in circuit design and problem-solving, seeking an entry-level position to apply and expand technical skills in a dynamic engineering environment.

PERSONAL INFORMATION

Date of birth:	August 24, 1998
Place of birth:	Tarlac, Philippines
Age:	26

EDUCATIONAL BACKGROUND

High School

Central Luzon Doctors Hospital Educational Institute	2011-2015
Tarlac City, Philippines	

College

Saint Louise University	2016-2024
Baguio City	

SKILLS

- Problem Solving Skills
- Good Communication

- Ability to work under pressure
 - Computer Skills
 - Time Management
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LANGUAGES

- English
 - Filipino
 - Chinese
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SEMINARS AND TRAINING

- 8 Principles of Problem Solving (8D), 2020
- Maxim Integrated
- Understanding the Base Station Antenna: It's Evolution and Architecture
- It's all about CORE: Traversing through Digital Transformation
- Telco Basics in Cybersecurity

INTERNSHIP

Saint Louis University - Baguio City, Philippines

Document Controller

August 2021 - December 2021

- Controlling the receipt, storage, retrieval, and deployment of all recorded information essential to the business's operation
- Ensuring all relevant documents are circulated to the appropriate departments or staff members promptly and efficiently
- Overseeing necessary updates to company documents, ensuring all staff use the most recent version. Also, reviewing and updating technical documents, such as manuals and workflows.
- Creating and maintaining document control procedures to ensure efficient and effective document management

WORK EXPERIENCE

BrandLink PH - Baguio City, Philippines

Customer Service/Technical Support Representative (GameSir)

April 30, 2024 - January 10, 2025

- Guided customers through product setup, customization, and troubleshooting, enhancing their overall experience with the controllers and game pads.
- Assisted customers with placing orders, tracking shipments, and providing status updates on deliveries.
- Collected and reported customer feedback to inform improvements in product design, functionality, and overall customer service strategies.
- Processed warranty claims and managed return/exchange procedures for defective products, ensuring timely replacements or refunds.

REFERENCE

Hen Deoso

Operations Manager - BrandLink, Baguio City, Philippines

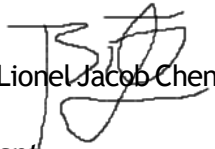
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Clark Angelo Daloos

Customer Service/Technical Support Representative - BrandLink, Baguio City, Philippines

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I certify that the above information is true to the best of my knowledge and belief.


Lionel Jacob Chen
Applicant