

GIO ALLEN MAOMAY

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OBJECTIVE

To be able to provide excellent and accurate service to the company and to be able to share my knowledge and experience with the organization.

EXPERIENCE

TLD ASIA LIMITED/ SMART AIRPORT SYSTEMS | Supervisor [July 2023 – August 2024]

- Ensured the proper functioning of each unit (Combo 20)
- Managed the preventive and curative maintenance planning
- Trained all operators about the unit
- Managed Daily, Weekly and Monthly reports of the company
- Managed the reciprocal relationship between staff and organization
- Engaged contact and interest with other prospect airlines

ROCKET STATION | Virtual Assistant [January 2023 – May 2023]

- Handled inbound calls from customers to answer inquiries or resolve issues
- Handled outbound calls to follow up with clients and customers
- Perform troubleshooting or submit escalation reports
- Communicate with third-party vendor to resolve the client's issue or concern

CONTINUUM SOLUTIONS | Customer Service Representative [October 2022 - December 2022]

- Corresponded with customers to resolve order issues and concerns
- Coordinated pharmacy shipments through verifying patient information and prescriptions
- Granted pre-authorizations for medical treatment
- Canceled members' plans upon their request

CONCENTRIX | Customer Service Representative [August 2021 - May 2022]

- Worked to resolve complaints, problems, or questions while demonstrating professionalism and courtesy to customers
- Assisted customers to identify credit card details, with one-time passcodes, balance inquiries, and billing
- Checked on the status of customer accounts and tracked checks and payments

Pegasus Air Transport Service | (MTP) [February 2021 – July 2021]

- Familiarized NDT (Non-Destructive Testing)
- Performed Pre-Flight/Post-Flight Checks
- Assisted in Engine Overhauls

EDUCATION

College

World Citi College
Bachelor of Science in Aircraft Maintenance Technology

[2015 - 2021]

Secondary level

Sto. Nino De Novaliches School

[2011 – 2015]

SKILLS

- Email and chat communication
- Online research
- Basic property management administration
- Good communication skills
- Detail-oriented
- Highly organized

SEMINARS & TRAININGS

- Dangerous Goods Familiarization
- Safety Management System (Basic Life Support Training)
- Purchasing & Logistics (Quality Assurance)
- Certificate of 500 hours Helper Mechanic