



# MARC NATHANIEL VALDEZ

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## EXPERIENCE

June 2022 - Feb. 2023

Customer Service  
Representative

### AFNI

An insurance service representative supports customers with their life, auto, home, and boats insurance. answering consumer questions and offering information to help them comprehend the insurance that the business offers.

Mar. 2023 - Oct. 2023

Customer Service  
Representative

### CONCENTRIX

Financial Advisor at Lloyds Banking Group, a division of Concentrix Company. Helping the consumer handle their account professionally and providing options to help the customer with their financial difficulties and processing their mortgage payments.

Sept. 2024 - Jan. 2025

Freelance - Graphic  
Designer

### Entikis Bookkeeping

Using programs and resources that can produce high-quality graphics, like Adobe Photoshop, and Adobe Illustor. I work as an independent designer at Entikis Bookkeeping.

Jan. 2025 - Apr. 2025

Internship - IT Support

### Inner Sparc Realty Corporation

Completed 500 hours of on-the-job training for school requirements. Mostly using Adobe Photoshop, Illustrator, and Canva to create graphic design. Making video edits for the business's marketing using Filmora Go and Canva, and educated how to create a nice personal website using HTML, JavaScript and CCS Programming Language and auto chat bot for social media using botcake.

## EDUCATION

### Tertiary

2021-2025

### Our Lady of Fatima University

Bachelor of Science in Information Technology

2019-2020

### New Era University

Bachelor of Science in Computer Science

### Senior High School

2017-2019

### Mystical Rose School of Caloocan Inc.

Information & Communication Technology

## CERTIFICATES

### Introduction to Packet Tracer (Oct. - 2022 )

(Cisco Network Academy)

### Introduction to Cybersecurity (Mar. - 2024)

(Cisco Network Academy)

### Cloud Computing and DevOps (Sept. - 2024)

(Webinar Participation in Our Lady of Fatima University)

### Endpoint Security (Oct. - 2024 )

(Cisco Network Academy)

### Ethical Hacker (Oct. - 2024)

(Cisco Network Academy)

### How to Counter-Act when Hacked?(Oct. - 2024 )

(Department of Information & Communication Technology)

### Querying Fundamentals with MySQL Essentials for Beginners (Oct. - 2024)

(Department of Information & Communication Technology)

### PC Assembly & Disassembly (Oct. - 2024)

(Champion CCS Week Contest in Our Lady of Fatima University)

### Network Defense (Nov. - 2024)

(Champion CCS Week Contest in Our Lady of Fatima University)

### Basic CSR Skills Training (Feb. - 2025)

(Wing Academy)

### Information Technology Specialist in Networking (May - 2025)

(Information Technology Specialist)



# SKILLS

- Computer Literate
- Proficient in Computer Technical
- Organizational Skills
- Excellent communication and interpersonal skills
- Multimedia Applications - Adobe Photoshop, Adobe Illustrator, Filmora Go, Canva
- Programming Language - HTML, JavaScript, Basic PHP, Basic in Swift, Basic in Java & Basic in Kotlin

# REFERENCES

<b>Karl Angel Vargas</b> Land of Transportation Strategic Office <b>Phone</b> +63 961 990 7186	<b>Jacob Aguila</b> Virtual Receptionist/Field Recruitment <b>Phone</b> +63 928 355 9431	<b>Clark Louise Saberit</b> TelePerformance Customer Service <b>Phone</b> +63 976 339 8708	<b>Mark Joseph Victoria</b> Process Delivery Specialist in IBM <b>Phone</b> +63 917 324 4301
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