

# **TYRONE ATANACIO**

Mississauga ON L5R3P1  
E-mail: me@tyroneatanacio.com

## **Objectives**

To be a part of a growth-oriented organization, where skills are recognized and utilized for achieving organizational growth and opportunities are provided for personal – professional growth.

## **Key skills and expertise**

- Natural willingness to help.
- Able to work productively and instinctively with good initiative.
- Reliable and trustworthy.
- Confident in communicating with a wide range of people.
- Able to build good relationships with colleagues and customers.

## **Education**

- Bachelor of Science Major in Computer Science from Central Colleges Of The Philippines in 1998.
- Secondary Level Graduate of Our Lady Of Perpetual Succor School Marikina City

## **Work Experience**

- Worked as CQUADCARE CUSTOMER CARE REPRESENTATIVE for both residential and mobility services of BELL CANADA under QUANTRICS ENTERPRISES in San Mateo Rizal Philippines Dec 2021 to March 2023
  - Provide first level, billing concerns & initial troubleshooting; technical support to hardware and software systems for mobility services, handling customers concerns regarding payments and services
  - Interfaces with client end-users to discuss and understand the requirements as well as explain the actions taken to close the

ticket and achieve user satisfaction.

- Level 1 Problem escalation and resolution, working with IT teams and other software/hardware vendors to resolve the problem.
  
- Worked as an OPERATIONS MANAGER at AMPLE LIQUIFIED PETROLEUM GAS/ PROPANE SUPPLY
  - Provides operations procedure to the whole company, strategies sales and customer relations, handling recruitments, suppliers and customers inquiries regarding Liquified Petroleum Gas/ Propane Gasoline line installations. 2016 - 2020
  
  - Setup, maintain, and monitor daily operations (oversee) on all 7 branches of the Ample Liquified Petroleum Gas
  
  - Philippine Certified: Liquified Petroleum Gas/ Propane handling and transport
  
- SMART SERVE Ontario
  - Certificate number:240430438882

\*\* Reference available on Request

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