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**JOHN PATRICK FLORES**

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### **CAREER OBJECTIVES**

To be part of the company that will continue to its success and growth by rendering what is asked or expected and in return to be recognized as promising individual to pave way for my career growth and personal.

### **CONTACT**

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Al Yousuf Bldg., 38<sup>th</sup> Street, Al Rigga, Dubai

### **ACTIVITIES AND INTERESTS**

Movies • Computer Games • PC Rig Enthusiast • Playing Guitar • Shoes & Cap Collector • Basketball

## **EXPERIENCE**

### **SOCIAL MEDIA SPECIALIST, GRAPHIC DESIGN, EDITING SKILLS, WEB DESIGN, CREATING ADVERTISEMENT, FREELANCE (PART TIME)**

HOME BASED SOCIAL MEDIA SEPCIALIST USING HOOTSUITE, CANVA PRO, PHOTOSHOP  
AUGUST 2021 – FEB 2022

Managing all Social Media Platforms Like Facebook, Instagram, YouTube, Twitter, Google Reviews • Fluency in social media • Hands-on skills and knowledge of multiple social media platforms and awareness of current trends • Monitor Customer messages • Strong understanding of networking tools • Competence of networking tools, such as Hootsuite and others, that makes it possible to manage several social media accounts from a single dashboard • Excellent Communication skills, Excellent Computer Skills • Knowledge in Design Skills.

### **CUSTOMER SERVICE ASSISTANT (AMBIENT MERCHANDISER), RECEIVING CLERK.**

ASWAAQ SUPERMARKET – NAD AL HAMAR, AL BADAA DUBAI, UAE

SEPT 2016 – SEPT 2020

Welcoming customers • Customer Service Assisting • Handling customer's complaints • Dealing with suppliers for ordering as per requirement • Expiry checking as per company schedule • Keeping all the records of expired stock • Following (FIFO) First in, first out for the display of the stock • Doing a team work with the other staff of the department • Reporting all issues to my supervisor regarding stock, etc. • Changing shelf labels in every Second Month • Promotion stock display in customer's eye contact • Inventory management • Knows how to make and send order • Knows how to use System Microsoft Dynamics NAV • Knows how to use Forklift • Knows how to make and print POS • Knows how to receive and return process.

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## **DATA ENCODER**

WIDE WIDE WORLD EXPRESS – MANILA, PHILIPPINES

AUG 2014 – FEB 2016

Assisting customer and handling customer complaints • Store completed documents in appropriate locations • Locate and correct data entry errors • Update data and delete unnecessary files • Enter data from source documents into prescribed computer database, files and forms • Combine and rearrange data from source documents where required.

## **SALES STAFF (COMPUTER & GADGETS MERCHANDISING)**

RAIJIN ELECTRONICS & GADGETS – MANILA, PHILIPPINES

JULY 2012 – JULY 2014

Welcome the customers, maintain knowledge and help them with the selection of merchandise • Maintaining a clean and safe working area • Monitor and manage inventory control and inform merchandiser for any incomplete display items • Handle delicate and sensitive unit products with utmost care.

## **FREELANCER COMPUTER TECHNICIAN**

SELF EMPLOYED, HOME SERVICE, FREELANCER, ON CALL SERVICE, PART TIME JOB

DEC 2014 – PRESENT

## **EDUCATION**

### **DIPLOMA IN INFORMATION TECHNOLOGY (IT GRADUATE)**

CITY OF LAS PIÑAS, MANILA, PHILIPPINES

YEAR 2009 - 2012

### **COMPUTER HARDWARE SERVICING COURSE & NCII CERTIFICATE LICENSE**

TESDA IMUS CAVITE, PHILIPPINES

SEPT 2014 – DEC 2014

RECEIVED A CERTIFICATE OF COMPLETION, NCII CERTIFICATE

## **TRAINING ATTENDED**

### **CIVIL DEFENCE TRAINING**

EMIRATES CIVIL DEFENCE ACADEMY, DUBAI UAE

DEC 2017

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## KEY SKILLS AND CHARACTERISTICS

Computer Literate (MS Word, MS Excel, MS PowerPoint), Adobe Photoshop • Advance Computer Troubleshooting (Computer Maintenance) Flexible with working hours • Be able to work quickly and efficiently • Experienced Sales professional with exceptional customer service skills.

## SUMMARY OF QUALIFICATIONS

Install Computer Systems and Networks • Diagnose and Troubleshoot Computer Systems • Configure Computer Systems and Networks • Assemble/Dis-assemble Computer Parts, Desktops • Check the capacity of the computer • Check and Repair Computer connections • Antivirus Installation and Virus Removal, Data Recovery • Knowledge in Windows 10, Windows 11, Windows 8, Windows 7, Windows XP, Vista • Installing Software, Games, Applications • Knows how to Operate Printing Machine

## TECHNICAL SKILLS

Assembly / Dis-assembly of Computer Parts • Virus, Malware & Spyware Removal, and Software upgrades • Hardware Installation / Upgrade / Modify • Software Installation / Upgrade / Update • Operating Systems Installation and Upgrade (Windows 11, Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP) • Hard Disk Re-Formatting • Printer sharing, Installation and setup • Home Wireless Networking (Wi-Fi) Setup and Configuration • Basic knowledge in LAN and cabling.

## ACHIEVEMENT

STAR EMPLOYEE OF THE MONTH APRIL 2017  
ASWAAQ NAD AL HAMAR BRANCH, DUBAI UAE

## PERSONAL DATA

BIRTHDAY: JUNE 5, 1988  
CIVIL STATUS: SINGLE  
NATIONALITY: FILIPINO  
LANGUAGE: ENGLISH AND TAGALOG  
VISA STATUS: FREELANCE VISA