



# EDGAR JOEL F. ABOY, CoE, MBA

## EDUCATION

---

### **Eastern Visayas State University**

Doctor in Management Technology Major in Public Resource Management, 2020 - Present

### **Pamantasan ng Lungsod ng Maynila - Intramuros, Manila**

Master in Business Administration, 2018

### **Pamantasan ng Lungsod ng Maynila - Intramuros, Manila**

Bachelor of Business Management, 2017

### **University of Cebu – Main Campus – Cebu City**

Bachelor of Science in Computer Engineering, 2004

## WORK EXPERIENCE

---

### **Detailed – Business Permits and Licensing Office (BPLO)**

**Business Permits and Licensing Office, Local Government Unit, Borongan City**

*01/2021 – Present*

- Primary Support – Issue Resolution of eBPLS System

### **Administrative Officer II – Budget Officer I**

**City Budget Office, Local Government Unit, Borongan City**

*07/2020 – 12/2020*

- Primary Support Budget Management and Coordination – Office of the City Vice Mayor

### **Project Based/Contractual**

**Business Permits and Licensing Office, Local Government Unit, Borongan City**

*08/2019 – Present*

- Provides IT support in the issuance of Local Business Permits and Licenses

### **Customer Service Officer**

**DOLE Packaged Foods, Regional Business Support Group**

*08/2018 – 07/2019*

- End to End Order Fulfillment Processing
- Forecast and Demand Planning
- Shipment and Logistics Support
- New Product Development Coordination

## PROFILE

Customer-focused with almost 2 decades of experience in customer service and order fulfillment.

Trained in customer service, order management, logistics and supply chain management.

## CONTACT

Mobile Phone:  
63 922 8011 478

Email:  
ejoel2005@yahoo.com

Address:  
102E Solano Hills, Villongco Road, Brgy Sucat,  
Muntinlupa City

## SKILLS

Order Fulfillment

Logistics and Supply Chain Management

Account Management

Database Management

Report Preparation

Complaint Resolution

MS Office Proficiency

**Customer Service Executive**

**EATON**

*10/2017 – 07/2018*

- End to End Order Fulfillment Processing
- Forecast and Demand Planning
- Shipment and Logistics Support

**Senior Partner Support Representative – Order to Fulfillment**

**SunPower Manufacturing Ltd. – Global Business and Finance Services**

*03/2012 – 09/2017*

- End to End Order Fulfillment Processing
- Shipment and Logistics Support

**Customer Management Advisor II**

**Hewlett Packard (Asia Pacific) Limited**

*07/2009 – 02/2012*

- First Point of Contact for all Order Management Concerns

**Customer Research Representative**

**24/7 Customer Philippines**

*06/2007 – 07/2009*

- Outbound Calls – Customer Service Satisfaction Survey
- New Hire Mentoring

**Outbound Customer Service Representative**

**Parlance Systems Incorporated**

*11/2005 – 02/2007*

- Outbound Sales – American Satellite TV
- New Hire Mentoring