



MAPÚA

INSTITUTE OF TECHNOLOGY

CENTER FOR CAREER SERVICES

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COMPANY INFORMATION:

Company Name: WHITEPLANET INC.
Company Address: 2011 A&E BLDG. ORTIGAS AVE., GREENHILLS SAN JUAN
Type of Industry: RETAIL/ SALES **Website:** _____
Phone No: 02-7274092 LOC. 123 **Fax No:** _____

For Agency:

POEA License: _____

JOB INFORMATION:

Requirement: Trainee (OJT) Employment **Designation:** SALES ENGINEER
Employment Status: _____ **Salary/Allowance:** _____
Opening Date: 27-Jan-14 **Closing Date:** 28-Feb-14

Job Description:

Assists the technical team as well as clients with regards to their technical/ troubleshoot concerns, general inquiries etc. Give suggestions and recommendations to solve the problem. Interact with the technical team to provide and process information in response to inquiries, concerns, and requests about products and services. Gather customers information and determine the issue by evaluating and analyzing the symptoms; Follow standard processes and procedures. Identify and escalate priority issues per client specifications. Manage incident load efficiently through timely customer contact, research and escalation. Maximize benefit of each customer contact to ensure efficient case closure. Create a positive customer experience by providing quality solution to queries/ problems.

Qualifications:

Candidate must possess at least a Bachelor's Degree in Engineering or vocational course in Electronics Technology (Electronics/ Electrical), Engineering (Industrial) or equivalent. Communication Skills, technical consultancy, technical support, problem identification and solving, customer service and relationship management, Electrical/ Electronic design. At least two(2) years of working experience in the related field is required for the position. Any experience in basic electrical and mechanical is helpful. Understands and able to extract information from equipment manuals. Able to use electrical testing and safety test equipment. Able to communicate efficiently in English. Preferably Supervisor/ 2 yrs and up Experienced employees specializing in Engineering- Electrical or equivalent. Willing to travel Two (2) Full time positions available.

To all interested applicants, Please send your updated resume to:

Contact Person: Sally Cruz-Silva
Designation: Area Sales Supervisor
Email Address: sallysilva@whiteplanetinc.com
Tel./Fax No: 02-7274092 LOC. 119

ATTACHMENTS

- Company Profile
- SEC Registration
- Letter of Intent

For CCS use only

ROSETTE EIRA E. CAMUS
 Placement Director
 27-Jan-14
 Date

