



MARK ANGELO PICHAY

CV

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Dedicated professional with experience in law enforcement and customer service, demonstrating strong communication, problem-solving, and conflict-resolution skills. Proven ability to maintain professionalism, ensure safety, and provide excellent service in fast-paced environments. Seeking an opportunity to work where I can contribute my discipline, reliability, and people-focused approach.

WORK EXPERIENCE

Customer Service Representative

Sep 2021 - Jan 2022

Results Cx

- Assisted customers with inquiries, concerns, and service requests in a professional manner.
- Resolved complaints efficiently while maintaining customer satisfaction.

POLICE OFFICER

PHILIPPINE NATIONAL POLICE

Dec 2024 - Feb 2026

- Patrolled assigned areas to minimise potential for public disturbance and crime.
- Utilised verbal, physical, or situational techniques to reduce or de-escalate violence.
- Participated in continuous training to enhance law enforcement skills including defensive driving and apprehension and arrest techniques.

EDUCATION AND QUALIFICATIONS

B.S in Criminology- New Era University, Quezon City

Oct 2018 - Aug 2022

INTERESTS

- Learning new skills and personal development
- Teamwork and leadership activities
- Customer relations and communication

SKILLS

Microsoft	Intermediate
Problem-Solving and Troubleshooting	Skillful
Customer Service Skills	Skillful
Learning Proficiency	Experienced
Conflict resolution	Experienced
Situational assessment	Experienced
Policy enforcement	Skillful
Data Entry	Intermediate
Virtual Assistance	Intermediate
General Transcription	Intermediate

ACHIEVEMENTS

CIVIL SERVICE PROFESSIONAL-2023