

Rexnel Brian O. Tunog

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SUMMARY

Civil Engineering graduate specializing in Structural Engineering with experience in developing residential and commercial building plans, cost estimation, and structural analysis. Brings strong organizational, communication, and coordination skills from customer service experience. Eager to support construction teams as a Virtual Assistant through efficient project coordination and administrative support.

KEY COMPETENCIES

- Construction Project Coordination
- Construction Cost Estimation & Takeoffs
- Client Communication & Customer Service
- Structural Analysis & Building Design Fundamentals
- Plan Reading (Structural, Electrical, Plumbing, HVAC)
- Attention to Detail & Problem Solving
- Construction Documentation & File Management
- Scheduling & Administrative Support

WORK EXPERIENCE

Global Payments, Inc (Educational Computer Systems, Inc)
Customer Service Representative I

September 2025 - Present

- Facilitated 20–30 high-touch financial inquiries daily, providing expert guidance on student loan accounts, tuition payments, and tax documentation for the ECSI business unit.
- Exceeded all Key Performance Indicators (KPIs) for three consecutive months, obtaining an average score of 4.3/5, demonstrating a consistent ability to balance efficiency with high-quality service delivery in a fast-paced environment.
- Achieved a 100% pass rate on Quality Assurance (QA) audits during peak performance periods, ensuring strict adherence to financial regulations and internal compliance protocols.

Department of Public Works and Highways – Zamboanga del Norte 3rd District
Construction Section Intern

Jun 2024 - Aug 2024

- Gained hands-on experience in document organization, client coordination during site visits, and project monitoring—developing strong attention to detail, communication skills, and the ability to manage tasks in a fast-paced, process-driven environment.
- Completed 240 hours of On-the-Job Training at the DPWH 3rd District Engineering Office, Zamboanga del Norte (June–August 2024), under the Construction Section.

LEADERSHIP EXPERIENCE

Jose Rizal Memorial State University – Philippine Institute of Civil Engineers
Third Year Representative to President

A.Y. 2023 - 2025

- Led income-generating initiatives including an ID lace business that 100% funded organizational activities and improved facilities.
- Played a key role in strengthening student engagement and inter-school collaboration across civil engineering organizations in Zamboanga Peninsula.
- As president, successfully spearheaded major technical seminars, partnered with national review centers and industry collaborators, and led the school's delegation to regional competitions, earning top placements among prestigious institutions.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Civil Engineering - Major in Structural Engineering
Jose Rizal Memorial State University

Computer Literacy Enhancement and Development Program Certification
Multi-advance Program Services (MAPS)

ReENGINEER+2021: "Empowering Leaders of Tomorrow" 3-Day Seminar
INHINYERO.org and XPERTO

TOOLS & SOFTWARES USED

- AUTOCAD
- MIDAS SOFTWARE
- STAAD
- EXCEL
- SKETCHUP