



ALEX [Redacted]

TECHNICAL SUPPORT REPRESENTATIVE

PROFILE

I am seeking a dynamic opportunity that will leverage my strong organizational skills, educational background, and ability to build effective relationships. I am eager to contribute to a team where I can grow both personally and professionally. With a self-motivated, results-driven approach, I am equally adept at working independently or collaborating within a team to achieve shared goals.

CONTACT

[Redacted]
[Redacted]
[Redacted]
[Redacted]

ACHIEVEMENTS

- Best in AutoCAD S.Y. 2014-2015
- 7th Honorable Mention S.Y. 2014-2015
- Best in Thesis S.Y. 2017-2018
- Most Outstanding On-the Job Training Intern S.Y. 2018-2019

EXPERIENCE

[Redacted]
CUSTOMER SERVICE REPRESENTATIVE
JULY 2019 – JANUARY 2022

This is a healthcare account focused on supporting clients with sleep disorders. As part of the team, we make outbound calls when necessary to gather information and complete the processing of supply orders. After one year, I was promoted to Subject Matter Expert (SME), where I assumed additional responsibilities, including leading the team in the absence of our supervisor and managing various administrative tasks.

After two years in this role, I transitioned to a pioneer account as a Reactive Support Agent. In this capacity, I assist clients in troubleshooting issues with their local services ads accounts. I also provide strategic guidance to help enhance their ad visibility, increase business exposure, and generate more leads.

[Redacted]
CUSTOMER SERVICE REPRESENTATIVE
JANUARY 2022 – AUGUST 2022

This is a telecommunications account serving customers in the U.S. and Canada. We assist customers with managing their postpaid plans, billing inquiries, and offer tailored solutions to enhance their service experience. Our team also supports the implementation of loyalty programs for eligible customers, providing them with exclusive benefits and rewards. We offer personalized recommendations to help customers optimize their plans and reduce their bills by identifying better plan options that allow them to enjoy seamless service anytime, anywhere.

Additionally, we handle trade-in processes, assisting customers in upgrading their devices by offering trade-in options, ensuring they receive the best value for their old devices. This involves guiding customers through the trade-in procedure and ensuring a smooth transition to their new plans and devices, while maintaining a high level of satisfaction.

[Redacted]
COMMUNICATION SPECIALIST
AUGUST 2022 – PRESENT

As a Communication Specialist, I was responsible for overseeing and facilitating effective communication between clients, stakeholders, and internal teams. My role involved managing site engagements, ensuring

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- Top 6 Agent with 530 scorecard points during the month of October 2019
 - Service Award of the year 2021
 - Agent of the Year 2022

CONTACT REFERENCES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

seamless interactions, and assisting clients during site visits to provide a positive experience and ensure all needs were met.

Key Responsibilities:

- **Site Engagements & Client Support:** Coordinated and managed client site visits, ensuring smooth interactions and addressing client needs during visits.
- **Liquidation Support:** Assisted in the liquidation process, ensuring accurate and timely communication between clients, vendors, and internal teams.
- **Filing Reimbursements:** Managed the filing and processing of reimbursement requests, ensuring correct documentation and timely submission.
- **Internal & External Communication:** Facilitated clear communication between clients and internal teams to ensure project alignment and resolve issues.
- **Documentation & Reporting:** Maintained records of client interactions, site visits, and financial documents, providing regular updates to stakeholders.

EDUCATION

[REDACTED]

[REDACTED]

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY – MAJOR IN WEB DEVELOPMENTS
2015-2019

[REDACTED]

[REDACTED]

2011-2015

[REDACTED]

[REDACTED]

2005-2011

KEY SKILLS AND CHARACTERISTICS

- Expert in MS Office
- Pleasing personality
- Strong interpersonal communication skills
- Be able to work in multitasking duties
- Time and Project Management
- Problem Solver
- Flexible
- Excellent customer service skills
- Expert in troubleshooting skills