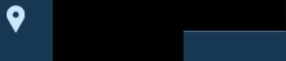




CONTACT ME



Education

██████████
Highschool - Diploma
2015

████████████████████
College - Manufacturing Engineering
2015 - 2019

████████████████████
College - Mechanical Engineering
2019

skills

- Cloud computing
- Data analysis
- Client relationship management
- Cloud-based technologies
- SQL programming
- Sheets proficiency

Simplicio

Tech-savvy innovator with hands-on experience in emerging technologies and passion for continuous improvement. Skilled in identifying opportunities for technological enhancements and implementing effective solutions. Adept at leveraging new tools and methods to solve problems and enhance productivity. Excels in adapting to fast-paced environments and driving technological advancements.

work experience

Customer Support Representative

Jul 2020 - Dec 2021

- Consistently delivering excellent support, resulting in a substantial increase in customer satisfaction.
- Resolving inquiries quickly and effectively, minimizing customer frustration.
- Enhancing customer experience through personalized product recommendations.
- Ensuring accurate and reliable information is provided to customers.
- Effectively addressing and reporting technical issues

Technical Support Representative III

Jan 2022 - May 2023

- Quickly resolve complex technical issues, improving the user experience and boosting retention.
- Possess specialized knowledge in ████████ App troubleshooting, registration, installation, and setup.
- Prioritize customer satisfaction by addressing inquiries and complaints professionally and efficiently.
- streamline onboarding processes, making it easier for new users.

Technical Support Engineer II

Jul 2023 - June 2024

- Provided high-quality support, directly improving user productivity and experience.
- Demonstrated strong problem-solving skills, efficiently resolving technical issues and conducting root cause analysis to prevent future problems.
- Effectively managed customer accounts and served as an escalation point, indicating strong customer service and relationship management skills.
- feedback to the Product Engineering team through detailed documentation, contributing to product improvements.

App/Cloud Support Senior Analyst

June 2024 - Present

- Increased Efficiency & Productivity by Streamlining workflows, implementing time-saving strategies, and data analytics.
- Mentoring junior analysts and documenting best practices.
- Working with cross-functional teams to identify and address issues.
- Nurturing relationships, exceeding expectations, and providing timely support, resulting in high satisfaction and loyalty.
- Using data analytics to identify recurring problems and inform product roadmap enhancements.

Certification

Lean Six Sigma - White belt

April - 2024

Google Cloud Certified Professional Google
Workspace Administrator

Dec - 2024