



JENNY ROSE C. TAGUMPAY

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Cielito Homes Caloocan City

SKILLS

Personal Qualification

- Address and resolve complaints by finding the root cause of the issue, offering suitable solutions, implementing the necessary corrections, and following up to ensure the problem is fully resolved.
- Additionally, open customer accounts by documenting account details and keep records up-to-date by making necessary updates.
- Respond to, diagnose, resolve, and track customer support inquiries and community support cases via phone, email, and chat.
- Maintain high standards for response and resolution times, ensuring customer satisfaction and adherence to quality standards.
- Utilize troubleshooting tools to identify the root cause of issues and provide a clear assessment to customers.
- Document and categorize internal queries, noting problem types and preventive measures for future analysis.
- Submit issue reports to product engineers, including detailed documentation, procedural steps, desired outcomes, and suggested code-level fixes for complex bugs, and assist engineers in resolving these issues.
- Handle community management tasks as required and address cases involving specific customer requirements for architectural design, offering solutions related to particular products or features.

Technical Skills

Languages

MYSQL React
VB.NET JUnit
PHP Rest API
Java Script Java
CSS
HTML

Tools

XAMPP Spring Boot
Visual Studio Postman
Visual Studio Code IntelliJ IDEA
MS Office Selenium
Google Admin Console Tosca
Jenkins

Operating System

Windows

WORK EXPERIENCE

Company: Foundever

Employment Date: August 2022 – June 2023

Role: Customer Service Representative

Job Description:

- Handle or Resolve complaints, provide appropriate solutions for customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and follow up to resolve any issues to ensure resolution.
- Open customer accounts by recording account information, Maintain records by updating account information.

Company: Accenture

Employment Date: July 2023 – Aug 2024

Role: Workspace Developer Support Engineer

Job Description:

- Response, diagnosis, resolution and tracking by phone, email and chat of customer support queries and community support cases or forum threads.
- Maintain high response and resolution time performance.
- Keep high customer satisfaction scores and follow quality standards handled cases.
- Use troubleshooting tools and techniques to establish root cause for queries and provide a customer facing root cause assessment.

PROJECTS

GOOGLE WORKSPACE

Role: Workspace Developer Support Engineer

Client name: Google

CERTIFICATIONS

TRICENTIS TOSCA FUNDAMENTALS - AUTOMATING WEB APPLICATION TESTING (AS1)

Issued Date: November 24 2023

GOOGLE CLOUD CERTIFIED PROFESSIONAL CLOUD DEVOPS ENGINEER

Issued Date: November 24 2023

GOOGLE CLOUD CERTIFIED PROFESSIONAL CLOUD NETWORK ENGINEE

Issued Date: June 21 2024

ACADEMIC BACKGROUND

POST-SECONDARY EDUCATION

SCHOOOL: CIELITO ZAMORA SENIOR HIGH SCHOOL

YEAR: 2016-2018

PROGRAM: TECH-VOC ICT-PROGRAMMING

TERTIARY EDUCATION

SCHOOOL: QUEZON CITY UNIVERSITY

YEAR: 2018-2022

PROGRAM: BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY