

Contact

Website

<https://bobchopgaming.github.io/myprofile.io/>

Phone

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Email

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Address

Ferdinand-Magellan Straße 28
14089 Berlin

Education

2024

Full-stack Web Developer

WBS-Training Berlin Germany

2018

Bachelor of Science in Business

Administration Major in

Marketing Management

Cebu Institute of Technology University
(Philippines)

Expertise

- HTML5
- CSS3
- Javascript
- UX/UI design with Advance Adobe Photoshop
- PHP
- SQL
- NODE.JS
- Proficient in MS Office especially Excel
- Experienced in Call Center (Chat support, call, email)
- Experienced in Sales and technical support
- Tech Savvy can adjust and navigate through computer based tools efficiently
- Team Management

Language

English

German (B1)

Jose Maria Omolon

Full-Stack Web

Developer/CSA

Certified web developer with a passion for creating dynamic, user-friendly experiences. Eager to leverage my skills and certifications to contribute to a team environment. Highly motivated and a quick learner, ready to gain hands-on experience and become a valuable asset. Possess strong problem-solving abilities and a dedication to continuous learning. Committed to exceeding expectations and delivering high-quality results.

Experience

2019 - 2023

Smartfrog and Canary Gmbh (Berlin, Germany)

Customer Care Agent

Interacts with customers in English and provides customer service in line with the product Supported through chat, email and phone.

2016 - 2019

Convergys/Concentrix (Philippines)

Team Leader Customer Care/Technical support

Responsible for the team and provides supervision, coaching and in-charge in editing the payroll of the agent under his/her supervision Highly competitive and always on top of the team rankings. Recipient of multiple top team leader awards and performance incentive. Drives team performance with the team on a daily basis by providing motivational speeches and reason to work at the start of the shift and provides performance evaluations after the shift.

2015 - 2016

Convergys/Concentrix (Philippines)

Tier 2 Support

Provides Support to Technical Support Professional 1 and does tier 2 support to customers and provides Supervision to the TSP 2 Agents Promoted to this position in just 1 year and is relied on by peers, superiors and subordinates in technical questions as well as approvals. Helped the team together with the team lead be a top team on multiple Occasions.

2012 - 2015

Convergys/Concentrix (Philippines)

Technical Support Professional 2

Interacts with customers in English and provides customer service in line with the product Supported. Consistent top agent and recipient of several awards and performance based incentives. Always asked by supervisors to help on the new and nesting agent