

# Iverson M. Noja

## Tech Support

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### Iverson M. Noja

Puntod Block 2  
Cagayan De Oro City, Misamis Oriental

+63 0095909555  
ivernoja@gmail.com

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## Skills

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Proficient in Troubleshooting: Skilled at swiftly diagnosing and resolving technical issues through analytical problem-solving, utilizing diagnostic tools and systematic methodologies.

Clear Communication of Technical Solutions: Adept at explaining complex technical solutions to non-technical individuals in a clear and understandable manner, enhancing user experience and satisfaction.

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## Experience

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### Teleperformance / Customer Service Inquiries

OCTOBER 20XX - Cagayan de Oro City, Misamis Oriental, Philippines

Acted as the first point of contact for customers, addressing inquiries, resolving issues, and providing product information in a timely and professional manner.

Managed a high volume of incoming calls and emails, ensuring a personalized and solution-oriented approach to meet diverse customer needs.

Demonstrated a deep understanding of products/services to accurately address inquiries, process orders, and handle billing inquiries.

### Concentrix Philippines / Technical Support Specialists

JULY 20XX - Cagayan de Oro City, Misamis Oriental, Philippines

Consistently met or exceeded performance metrics, including resolution times and customer satisfaction ratings, by delivering high-quality technical support services.

Delivered clear and concise instructions to customers on how to resolve technical issues, ensuring understanding and successful problem resolution.

Utilized in-depth knowledge of various operating systems, applications, and networking protocols to troubleshoot and address complex technical problems.

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## Education

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### University of Science and Technology in Southern Philippine College / Bachelor of Science in Information Technology

AUGUST 2020 - JUNE 2020, Cagayan de Oro City, Misamis Oriental, Philippines

Iverson M. Noja  
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January / 1 / 2024

Innovuze Solutions, INC.  
5th Level, Gateway Tower, Limketkai Center  
Misamis Oriental, Cagayan de Oro, 9000

Dear Innovuze Solutions, INC.

I am writing to express my interest in the opportunity to pursue an On-the-Job Training (OJT) experience at Innovuze Solutions, INC. As an aspiring backend developer seeking to immerse myself in a dynamic and innovative environment, I am enthusiastic about the prospect of contributing to the innovative projects and gaining invaluable insights within your esteemed organization.

Throughout my academic journey, I have developed a strong foundation in backend development, honing my skills in Python. I am eager to leverage this knowledge and further expand my expertise under the guidance of industry professionals at Microsoft. The company's commitment to groundbreaking technology and its impact on the world resonates deeply with my career aspirations.

Moreover, I am eager to absorb the collaborative ethos and cutting-edge practices that characterize Innovuze Solutions, INC. work culture. I am confident that my dedication, coupled with a passion for continuous learning, will allow me to make meaningful contributions while embracing the spirit of innovation that defines Innovuze Solutions, INC.

Enclosed is my Curriculum Vitae (CV), detailing my educational background, technical proficiencies, and relevant experiences. I am excited about the opportunity to discuss how my skills align with the objectives of Innovuze Solutions, INC. and how I can contribute to your team during an interview.

Thank you for considering my application. I am enthusiastic about the possibility of contributing to the transformative work at Innovuze Solutions, INC. I look forward to the opportunity to discuss my application further.

Warm regards,

Iverson M. Noja