

FRANKIE DAVE DUCUSIN

Freelance Web Developer | Data Analyst | CSR

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EDUCATION

Institute

2008 - 2010

Computer Science

COURSERA CERTIFICATES

- Preparing Data for Analysis with Microsoft Excel
- Harnessing the Power of Data with Power BI
- Python for Data Science, AI & Development
- Databases and SQL for Data Science with Python
- HTML, CSS, and Javascript for Web Developers

SKILLS

- Web Developing
- Communication skills
- Data Analysis
- Problem-solving skills
- Organization and time management skills
- Technical Proficiency
- Fast Learner
- Attention to Detail
- Multitasking

PROFILE

I am a freelancer who is hardworking and always capable of managing different tasks given to me, I am a well-rounded person who can quickly learn the new techniques and updated materials/tools provided.

WORK EXPERIENCE

CHAT SUPPORT REPRESENTATIVE

BitMart - Cryptocurrency Exchange

2018 - 2021

- Customer Assistance using the Zendesk ticketing system.
- Provide excellent customer service to clients
- Identify and resolve customer issues related to account access, deposits, withdrawals, trading, security, and general inquiries.
- Promote and educate customers on security best practices to protect their cryptocurrency assets.

TELEGRAM MODERATOR

BitMart - Cryptocurrency Exchange

2018 - 2021

- Community Engagement
- Monitor chat activity to ensure compliance with community guidelines and exchange policies. Take appropriate actions, such as warning, muting, or banning users who violate the rules.
- Technical Assistance

TECHNICAL SUPPORT

Bicol Telephone and Telegraph INC

2013 - 2015

- Troubleshooting
- Stay up-to-date with product knowledge and industry trends to provide accurate and effective technical support.