

Gerald Narisma

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EDUCATION

STI College Fairview

2011 - 2015

Bachelor of Science in Information Technology

SKILLS

Applications

- MS Word, Excel and PowerPoint
- Google sheets, Google docs, Google forms, Data Studio

Programming Language

- HTML, CSS and Bootstrap
- JavaScript, SQL and PHP

WORK EXPERIENCE

Data Entry Clerk – Collective Solution Philippines

October 2015 - May 2018

- Processing customer documents and applications in a timely and accurate manner.
- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.

Technical Support Representative – TELUS International Philippines

June 2018 – June 2019

- Processing orders and secure tasks are completed before the technician gets dispatched.
- Providing support to the technicians during field visits or dispatches.

SME/Queue Specialist – TELUS International Philippines

June 2018 – June 2019

- Providing floor support.
- Monitoring voice and non-voice queue.
- Scheduling, escalations and client reporting.

CNIE Cable Locate – TELUS International Philippines

April 2021 – June 2022

- Providing floor support.
- Monitoring voice and non-voice queue.

- Scheduling, escalations and client reporting.

Content Moderator – TaskUs

June 2022 – Present

- Providing floor support.
- Monitoring voice and non-voice queue.
- Scheduling, escalations and client reporting.