

# SEAN KYLE JOSEPH

TECHNICAL SUPPORT / SUBJECT MATTER EXPERT

## PROFESSIONAL SKILLS

Technical Support  
Subject Matter Expert  
Technical Documentation  
Process Organization  
Customer Service  
Presidential Liaison

## SOFTWARE & TOOLS

AWS  
Amazon Connect  
Oracle  
eCFR  
Spectrum  
eConnect  
Zendesk  
Microsoft Word  
Microsoft Excel  
Google Sheets  
Microsoft Teams  
Microsoft Outlook  
Google Drive

## PERSONAL SKILLS

Professional and reliable  
Fast learner  
Team player  
Organized  
Excellent time management  
Creative spirit  
Dedicated and motivated

## CONTACT



+63 956 051 3403



seankyle@gmail.com



703 G. Del Pilar St. Caridad,  
Cavite City, Philippines

## ABOUT

*With over 6 years of Technical Support and Customer Service experience – mainly focused on providing high-quality customer support either through phone, email, or chat – I am a great asset to any company.*

One of the best Subject Matter Experts and most helpful Technical Support Representatives at Alorica Philippines, I provide specialized assistance in solving difficult and highly complex problems – often creating new approaches.

Key expertise areas include acting as a liaison between customers and companies, assisting with complaints and errors, handling cancellations, returns and exchanges, as well as account billing and other inquiries. My technical documentation skills help me streamline processes for optimum productivity.

I've been with Alorica Philippines since 2018 performing various roles – from Technical Support to Presidential Liaison to Subject Matter Expert. With my positive can-do attitude, I am able to complete projects and day-to-day operational SME tasks efficiently. When it comes to calming and satisfying the most irate customers, I make sure to give them the best possible response and support.

Currently working remotely from home, I am able to handle and assist my team and other agents in our line of business proficiently and without requiring any supervision. Often tasked with urgent matters mandated by the Operations Manager, I can successfully accomplish them within the given timeframe.

Given my years of experience in the industry, you can expect a very effective and dedicated team player from me. With excellent communication and user-interaction skills, I am efficient at working remotely from home while keeping your IT operations and production running smoothly.

## PROFESSIONAL EXPERIENCE

### MAY 2021 - PRESENT

Remote / Work from home  
setup

#### SUBJECT MATTER EXPERT

*Alorica Philippines - Makati, PH*

- Provides all levels of assistance as needed by agents
- Handles all escalation cases
- Performs the necessary isolation and troubleshooting steps to resolve issues
- Compiles and creates reports for all customer feedback
- Maintains a database for all case interactions per customer
- Submits reports for new issues encountered by a product
- Creates documentations for every agent concern and inquiries needing review and evaluation
- Submits reports regarding any errors and invalid steps committed by agents
- Creates reports for each escalation made by agents for review and evaluation
- Takes the initiative to provide guidance for all agents in the line of business
- Provides suggestions and recommendations for the improvement of the company's policy and process

### FEB 2021 - MAY 2021

Remote / Work from home  
setup

#### PRESIDENTIAL LIAISON

*Alorica Philippines - Makati, PH*

- Handled highly escalated cases and provided the best resolution based on company guidelines
- Provided technical assistance as needed by customers
- Answered every customer inquiry
- Performed the necessary isolation and troubleshooting steps to resolve issues
- Compiled and created reports for all customer feedback
- Maintained a database for all case interactions per customer
- Created and submitted reports for new issues each product has encountered

## **MAR 2020 - FEB 2021**

Remote / Work from home  
setup

### **TECHNICAL SUPPORT (E-MAIL)**

*Alorica Philippines - Makati, PH*

- Provided technical assistance through email as needed by customers
- Answered every customer inquiry received
- Performed the necessary isolation and troubleshooting steps to resolve issues
- Compiled and created reports for all customer feedback
- Maintained a database for all case interactions per customer
- Submitted reports for new issues encountered by a product

## **JUL 2018 - MAR 2020**

On-site at Alorica Makati

### **TECHNICAL SUPPORT (PHONE)**

*Alorica Philippines - Makati, PH*

- Provided technical assistance via phone support as needed by customers
- Answered every customer inquiry received
- Performed the necessary isolation and troubleshooting steps to resolve issues
- Compiled and created reports for all customer feedback
- Maintained a database for all case interactions per customer
- Created and submitted reports for new issues each product has encountered

## **DEC 2017 - JUL 2018**

Remote / Work from home  
setup

### **VIRTUAL TRAINER**

*Maids.CC - Remote*

- Provided relative skill training for new employees
- Performed comprehensive evaluations to assess the skills of new employees
- Provided feedback regarding each new employee
- Updated training courses regularly to make the training more efficient and effective
- Prepared reports and checked the individual employees' training status
- Performed other duties as required

## **OCT 2016 - DEC 2017**

On-site at Conduent Pasay

### **TECHNICAL SUPPORT / CHAT ADVISOR**

*Conduent (formerly Xerox Business Svcs) - Pasay, PH*

- Provided technical assistance to Apple iTunes' customers via chat support
- Responded to chat inquiries and complaints using standard scripts and procedures, when applicable and as needed by customers
- Captured all vital problem-related data that will contribute to the immediate resolution of the problem
- Performed initial problem determination and investigation
- Worked with the customers in identifying, diagnosing, and applying fixes for the issues
- Did moderate upselling to customers, when appropriate
- Prepared standard reports to track workload, response time, and quality input
- Did mentoring for other employees, as needed
- Performed all other duties and responsibilities

## **DEC 2015 - OCT 2016**

On-site at Results Pasig

### **CUSTOMER SERVICE REPRESENTATIVE**

*The Results Company - Pasig, PH*

- Performed basic customer service tasks in the company's inbound calls department
- Resolved customer complaints via telephone
- Assisted the callback team to help raise their performance
- Helped the QA Department in enhancing their workflow
- Made sure that each agent's performance was calibrated and in line with the company's general process and policy
- Worked with team leader to ensure proper customer service is delivered to clients

## **JUN 2015 - DEC 2015**

Remote / Work from home setup

### **VIRTUAL ASSISTANT**

*Amzys USA - Remote*

- Provided email support for the company's customers
- Also performed customer support via Amazon's website (for customers on Amazon.com)
- Suggested solutions to make the products better
- Handled product recalls, returns, and exchanges for defective items
- Compiled reports on overall customer satisfaction and feedback
- Also did a little bit of lead generation, as needed by the company

## EDUCATION

### BSBA INTERNAL AUDITING, MAJOR IN ACCOUNTANCY

Far Eastern University  
2013 - 2015

## ACHIEVEMENTS

### REPRESENTATIVE

*Institute of Internal Auditors Student Chapter (IIASC) - FEU*

### JUNIOR OFFICER COMMITTEE

*FEU Student Council*

### MEMBER

*FEU House of Congress*

## SEMINARS

- Engage! Gearing towards Operational Excellence
- Goal Setting
- What keeps you motivated?
- Remaining humble
- The Pillars