

# JOHN WESHLY C. TORRENO

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## OBJECTIVE

Results-driven and dependable professional with strong communication skills, customer service experience, and a solution-focused mindset. Seeking a position to contribute to a high-performing team by building rapport, understanding customer needs, and delivering exceptional service that drives sales and customer satisfaction.

## PERSONAL DATA

Birth date: April 30, 1988  
Birth place: Bacolod City Negros  
Age: 37 yrs. old  
Religion: Assemblies of God  
Weight: 65 kgs  
Height: 5' 7"  
Health: Excellent Languages: English, Tagalog, Hiligaynon  
Mother's name: Ma. Luz C. Torreno  
Father's name: Remo D. Torreno

## QUALIFICATION / SKILLS

- Excellent English Communication and Pronunciation: Skilled in clear and professional communication with clients and stakeholders.
- Computer Literacy: Proficient in Microsoft tools (Word, Excel, PowerPoint, Outlook) and general office software.
- Customer Support: Experienced in managing client inquiries, providing timely responses, and ensuring a high level of satisfaction.
- Data Analysis: Capable of interpreting data and reports to assist in decision-making and tracking progress.
- Vendor Collaboration: Skilled in coordinating with external parties to resolve issues efficiently.
- Systematic and Well-Organized: Adept at managing schedules, maintaining records, and streamlining workflows.
- Easily Gets Along with Others: Strong interpersonal skills for building relationships with team members and clients.
- Willing to Be Trained: Open to learning new tools, platforms, and processes to meet job demands.

## WORK EXPERIENCE

Tier 1 NOC Cloud Carrier Support Specialist  
*NUSO (July 2024 – November 2024)*

- Provided first-level troubleshooting for SIP call-related issues, including Post Dial Delay (PDD), Low Answer Seizure Ratio (ASR), misrouting, no audio, False Answer Supervision (FAS), and various 503 errors.
- Analyzed Call Data Records (CDRs) and Packet Captures (PCAPs) to identify and resolve call failures.
- Collaborated with vendors by escalating tickets and making routing adjustments to ensure service quality.
- Delivered timely, accurate responses to customer tickets to maintain optimal call performance.

Tier 1 NOC Support Specialist

*TeamMate Technology (November 2023 – April 2024)*

- Specialized in troubleshooting PBX integration issues, ensuring seamless communication
- with Microsoft Teams. Provided high-quality end-user support by resolving technical issues promptly and efficiently.
- Managed and prioritized tickets to minimize downtime and ensure timely resolutions.
- Enhanced the overall user experience through proactive communication and service delivery.

Technical and Sales Support Associate

*Concentrix Philippines (October 2012 – January 2022)*

- Delivered technical support for cable, internet, VOIP phone, and home network security
- services. Assisted customers with account services, billing inquiries, payment options, and credit management.
- Troubleshot and resolved VOIP issues, including phone porting, voicemail, and activation.
- Provided exceptional customer service, addressing escalated issues and ensuring satisfaction.
- Pitched and sold bundled services—high-speed internet, cable TV, home phone, and security systems—by identifying customer needs and offering value-driven solutions.

## TRAINING EXPERIENCE

Trainee – Maintenance and Engineering Department

*Kooll Company Inc., Talisay City (May – August 2008 )*

- Gained practical experience in maintenance and repair operations.

Trainee – Assembly Section Operator

*Toyota Autoparts Philippines, Laguna (December 2008 – April 2009)*

- Operated assembly line equipment in the Haizen B Area parts production unit.

Trainee – Maintenance and Engineering Department

*Kooll Company Inc., Talisay City (April – May 2007)*

- Exposed to industrial practices and trained in equipment maintenance.

## EDUCATION

Technological University of the Philippines Visayas

*Diploma in Electrical Engineering Technology (2005 – 2009)*

- MASA scholar

Rafael B. Lacson Memorial High School

*Secondary Diploma (2001 – 2005)*

Carlos A. Hilado Memorial State College

*Primary Diploma (1995 – 2001)*

## REFERENCES

Joren Saulda

Tier 1 NOC Support

iReply Back Office Services, Inc.

Phone: 0977-319-3041

Jaika Krizelle T. Santillan

Teacher II

Manapla National High School

Phone: 0950-441-8931

Dave R. Marcellana

Software Quality Assurance Engineer

LV.2 / On-Site OJT Supervisor

iReply Back Office Services, Inc.

Phone: 0991-893-8183