

**MS. ROWEDA G. FAUNE**  
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**I.CAREER OBJECTIVE:** To obtain a long-term employment in an organization where I can fully utilize my skills and expertise. I aim for a position which requires my acquired knowledge and expertise as I help meet the company's / Institutions goals.

## **II. PROFESSIONAL SUMMARY:**

I have started my career pathway too strongly in this BPO industry, all because of a humbling experience and good foundation of being part of **Hewlett-Packard** which is my very first professional exposure in "Technical Support" field.

### **June 2023 - Present**

#### **Thomson Reuters Philippines**

**Position:** Product Support Specialist

#### **Job Description:**

- Log and classify all calls and requests for assistance in the call tracking database. Respond to customers' inquiries relating to technical issues with software, online or electronic products May respond to inquiries regarding a specific or more complex product (based on complex technologies or multiple products) or customer (based on customer size or revenue tied to customer).
- Filter and escalate inquiries as appropriate.
- Manage the resolution process for customers relating to data and applications.
- Track inquiry resolution progress and where appropriate proactively call customers with a status update or resolution.
- Follow the appropriate company policies and procedures to respond to routine customer issues, resolving as many queries as possible on the first call.

### **October 2020 – May 2023**

#### **Accenture Philippines Inc.**

**Position:** Team Lead / SME (Subject Matter Expert)

#### **Job Description:**

- -Evaluating business operations and processes.
- -Identifying areas where technical solutions would improve business performance.
- -Consulting across business operations, providing mentorship, and contributing specialized knowledge.
- -Recommending technical solutions and determining software development requirements.
- -Providing subject expertise and guidance to IT developers during the software development life cycle.
- -Overseeing the development, testing, and implementation of technical solutions.
- -Determining whether technical solutions meet defined requirements.
- -Verifying technical reference information, including user guides, training manuals, and system requirements.
- -Ensuring accurate representation of expertise prior to the distribution of technical solutions to end-users.
- -Documenting processes and disseminating information to all relevant stakeholders.

**January 2018 - November 2018**

**24-7 Intouch**

**Position:** Customer Service Representative

**Job Description:**

- -Answer customers' concerns regarding handling customer complaints through the phone.
- -Provide appropriate solutions and alternatives within the time limits.
- -Follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents.
- -Follow communication procedures, guidelines and policies. Take the extra mile to engage customers.

**April 2017- September 2018**

**Tasc Labour Services**

**Position:** Junior Sales Executive

**Job Description:**

- -Handles Business Accounts/Companies that has Internet, Phone and Tv services with Etisalat
- -Provides Billing Assistance when it comes to inquiry about bills and disputes if applicable.
- -Educates customers with new packages and services offered by Etisalat.
- -Troubleshoot technical issues with business establishments internet, phone and tv services as well as data circuits. -Create complaints if needed to solve the fault.
- -Follow-up on cases/complaints made for each company when they call.

**May 2016- March 2017**

**Concentrix Philippines**

**Position:** Tech Support Level 2

**Job Description:**

- -Troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; making repairs and corrections where required.
- -Provide quality customer service while demonstrating the ability to effectively troubleshoot and resolve advanced technical inquiries -Acts as a technical resource in assisting remote users to resolve problems with equipment
- -Ability to translate complex technical terms into terms easily understood by the customer
- -Knowledge in Wireless communication.
- -Review, test and deploy software patches.
- -Negotiation and decision-making skills
- -Able to prioritize work, manage time effectively and work successfully in a fast paced, multi-faceted structured environment

**October 2015**

**CB&I (Chicago Bridge and Iron)**

**Position:** Application Support Analyst

**Job Description:**

- Provides first and second line support for the Staffing and Recruiting Systems users globally. The role is to support users in a 24-hour helpdesk environment.
- -Maintain user access and tracking user licenses of the recruiting systems globally as per standard procedures.
- Escalate Desktop issues to the Global IT Helpdesk.
- -Escalate Application issues to the Application owner.
- -Monitor systems availability to ensure any application service disruption is reported immediately to the Application vendor or to the Global IT Helpdesk if troubleshooting confirms that the issue is network related.
- -Communicate with users in a timely manner to strict SLA's by responding to both critical and routine application support requests as well as interfacing with software vendors and consultants

- for development and support.
- Determine that the correct application processes are being followed by users – Referring to training and development team where appropriate. -Liaise and manage user needs and requirements to the Application vendor.

**May 2015 to Aug. 2015**

**Nakazawa Corp. – Factory Worker**

**Position:** Paint Technician

**Job Description:**

- Prepare parts and surfaces for painting or coating by removing dirt, rust, and any loose/old paint.
- Mix and match the paint and tints precisely.
- Pour paint into spray guns and adjust nozzles for accurate paint flow and thickness.
- Properly mask areas which are not being painted and remove tape at the completion of the job
- Apply rust proof undercoats and primers using a spray gun.
- Identify and touch up any defective areas.
- Keep track of paint stock inventory and liaise with appropriate person.
- Safe use of spray paint tools and equipment such as spray guns, paint shakers, pressure pots etc
- Compliance with policies and procedures

**November 6, 2014**

**Teletech Philippines - Time Warner Cable**

**Position:** Technical Support Representative Level II

**Job Description:**

- Provide client support and technical issue resolution via e-mail, phone and other electronic medium. I also do configuration of client's equipment to connect to the Internet via modem/DSL router (dial-up/DSL customers only).
- Configure software to connect to Internet application servers.
- Provide training to clients using systems and applications as related to the Internet.
- Obtain general understanding of OS and application operations related to the company's offered services.
- Creates new accounts using company provided software tools.

**April 2014 to August 2014**

**IBM Business Services - (Sales Transaction Support)**

**Position:** Bid Support Specialist

**Job Description:**

- Perform a variety of support responsibilities throughout the sale cycle from prospecting lists and install base data, to pricing and order tracking. - Ensures that all transactions are handled with minimum impact to the customers and in compliance with all the audit guidelines and approved processes.
- Partners with the sales team to ensure that pre-sales activities are performed promptly and accurately including valuable pre-sales research – product, client, HW/SW inventories.
- Generates and submits sales proposals and coordinates sales activities for the IBM Sales team being supported. - Liaises with different parties (i.e. Pricing, Legal, Fulfillment, Procurement, etc) to complete the sales cycle.
- Serve as a backup resource for other BSSs as required.
- Create Root Cause Analysis (RCA) for any service delivery upset or misses.
- Identify work process improvements and issue prevention activities.
- Perform other tasks as required.

**August 2012 to Sept. 2013****Convergys Philippines- (Hewlett-Packard and Time Warner Cable)**

**Position:** Technical Support Representative, Level 2 Hewlett-Packard Desktop Support/ Internet Technical Support

**Job Description:**

- Provide client support and technical issue resolution via e-mail, phone and other electronic medium. I also do configuration of client's equipment to connect to the Internet via modem/DSL router (dial-up/DSL customers only).
- Configure software to connect to Internet application servers.
- Provide training to clients using system and applications related to the Internet.
- Obtain general understanding of OS and application operations related to the company's offered services.
- Creates new accounts using company provided software tools.

**August 2011 to May 2012****SITEL Philippines – (Hewlett-Packard Laptops/Notebook)**

**Position:** Technical Support Representative Level 1

**Job Description:**

- Provide technical assistance to computer systems.
- Provide desktop support for workstations and laptop and security issues including patch management and antivirus protection. - Provide correct information to customer queries about resolving computer problems / troubleshooting via telephone or via remote access. - Assist clients in need of assistance concerning the use of computer hardware and software, including printer installation, word processing, electronic mail and operating system.
- Coordinate technical team dispatch, stateside.

**January 2011 to July 2011****Stream Global Services - (Hewlett-Packard Laptops/Notebook)**

**Position:** Technical Support Representative Level 1

**Job Description:**

- Meet customer's needs in resolving computer issues via telephone.
- Provide first level technical support for HP laptop users.
- Maintain excellent productivity guidelines and upselling standards.
- Initiate good communication and relationship between customer and technical teams.
- Assist users with policies and procedures in setting up newly bought equipment and discuss warranty issues as well. • Worked as Wedding Coordinator Assistant while I was studying in college.

### **III. EDUCATION**

Graduate Of Bachelor of Science in Nursing  
Unciano Medical Colleges, Inc.  
September 2006 to March 2010

AMA Computer Learning Center  
Angeles City, Pamhpanga  
2002-2004

Roosevelt College Marikina  
(Primary and Secondary education)  
1997-2001

### **IV. SKILLS/ TRAINING ATTENDED**

- First-Aid Training Course
- Basic Life Support (CPR) using the 2005 Emergency Cardiac Care Guidelines & Standards of the American Heart Association) with Certificate - HP training for troubleshooting basic and advance with windows 8 basic navigation.
- Food & Beverage Training at the Peninsula Manila 2012 (Tesda Accredited)
- Basic Safety Training  
(Personal Survival Technique, Fire Prevention and Fire Fighting, Elementary First Aid, Personal Safety and Social Responsibility) Conducted by The Maritime Training Center of The Philippines
- Extensive knowledge of exploring the internet and Microsoft Office.
- Basic Programing (Visual basic/Macromedia Flash)
- Software and Hardware Installation

### **Character References:**

Ma. Christia Tolentino  
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I hereby certify that the above information is true and correct.  
Ms.Roweda G. Faune