

Van Johnson C. Gimony

Address: No.5 2nd Camarilla St. Murphy Cubao Quezon City,

Brgy. San Roque

Birth Date: Dec. 9, 1993

Contact Number: 09457931413

Email: van.gimony@yahoo.com

**OBJECTIVE:**

Pursuing opportunities which allow me to grow professionally, while effectively utilizing my versatile skills to help promote your corporate mission and exceed team goals.

EDUCATION:

- **Tertiary:** Bachelor of Science in Information Technology
STI Academic Center Cubao (2010 – 2015)
- **Secondary:** Camp General Emilio Aguinaldo High School (2006 - 2010)

TECHNICAL SKILLS:

- SQL, PostgreSQL, Microsoft SQL Server
- Python
- Microsoft Office (Excel, Word, Access)
- Active Directory

TRAININGS/CERTIFICATES:

- **Data Engineer Associate:**
<https://www.datacamp.com/certificate/DEA0012759098332>
- **Active Directory Administration for Helpdesk Technicians:**
<https://www.udemy.com/certificate/UC-c4a85e55-5ccf-405d-ad75-60c348346096/>
- **IT & Technical Support Guide to Helpdesk, Desktop & Servers:**
<https://www.udemy.com/certificate/UC-0e2ba94c-9c13-48eb-9603-6a9791f29545/>

SOCIAL MEDIAS:

- **Linkedin:**
<https://www.linkedin.com/in/van-johnson-gimony-867b64158/>
- **GitHub:**
<https://github.com/ZnavKazama>
- **DataCamp:**
<https://www.datacamp.com/portfolio/vangimony>

WORKING EXPERIENCE:

Business Process Delivery Associate, Accenture (May 2015 – January 2017)

Project: Life (Medicare)

- Liaise with operations to understand the industry, processes and business needs, as well as identify the solution required.
- Solution design with the end-to-end, sustainable output in mind
- Estimating timelines and headcount required, and ensuring that these timelines are met
- Stakeholder and Program Management of analytics initiatives, ensuring that variance is in place
- Track improvement and quantify benefits for the business case creation.
- Collaborate with delivery and/or the client for proposed recommendations based on the insights generated
- Training and mentoring junior analysts and associates
- Conduct client demos and presentations on analytics offerings
- Creating, maintaining, and publishing dashboards and storyboards with Tableau, Power BI or anything similar if needed

Customer Support Representative, Concentrix (September 2017 – January 2019)

Project: Wheelz (Uber Eats ANZ)

- Answer incoming phone calls to assist consumers, delivery partners and restaurant partners concerns, follow up concerns to other departments with customer service needs.
- Updates orders to restaurant partners as per request by the consumer.
- Refunds and provide credits to consumers for related issue.
- Provides miscellaneous payment to delivery partners and restaurant partners for certain consumer related issue.
- Escalates issue to other departments for immediate action required.

Customer Support Representative, Accenture (March 2019 – April 2021)

Project: Catalysts (Blue Shield of California CA)

- Answer incoming phone calls to assist medical providers, insurance holders, hospital staff, pharmacist concerns that is related to medical authorization.
- Verifies if certain procedure codes will require an authorization or not.
- Creates medical inpatient/outpatient case to authorize for medical procedures for certain surgeries, radiology, land and air ambulance transportation, pain/spine injections, medications and other medical field related procedures.
- Updates pending inpatient/outpatient authorizations for clinical attachment and referrals.
- Escalates urgent issues to team leads to notify for urgent request and follow-ups.

Technical Support Representative, Qualfon (May 2021 – August 2021)

Project: Lifelock (Norton Lifelock)

- Answer inbound phone calls to clients that are inquiry about their anti-virus software
- Upselling other Norton products and services.
- Updates anti-virus software such as extending their warranty, service duration, notifying upcoming new antivirus-software updates.
- Assist in other billing inquiries and offers manual payment on their behalf.
- Escalates urgent issues to team leads to notify for urgent request and follow-ups.

Customer Support Representative, Smiles on Demand (October 2021 – Feb 2022)

Project: Gousto

- Answer inbound phone calls, chats and email to customers that are inquiring about their food delivery.
- Provide necessary refunds if certain food is contaminated, missing or not suitable for consumption during the delivery or after receiving the package.
- Provides real-time updates on their food delivery.
- Escalates urgent issues to team leads to notify for urgent request and follow-ups.

Web Advisor, Concentrix (March 2022 – April 2022)

Project: Newfold (HostGator)

- Linux server support and troubleshooting, customer service, sales, and billing support.
- Troubleshoot website issues related to WordPress and content management software, file and MySQL Database management, DNS, SSL and Dedicated IP and email.
- Experience in SSH Navigation.
- Emphasis on customer service including de-escalation of irate customers.
- Top-performing in sales on my team.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Demonstrated professionalism and courtesy with customer at all times.
- Followed up with clients to ensure optimal customer satisfaction.

Service Desk, Concentrix (April 2022 – Sept 2022)

Project: Regalia (Rakuten ANSWERS)

- Respond to and resolve technical issues reported by end-users via phone, email, or ticketing system.
- Provide guidance and assistance to users in a professional and courteous manner.
- Diagnose and troubleshoot hardware, software, and network-related problems.
- Document all support interactions in the ticketing system.
- Prioritize and escalate issues as necessary to ensure timely resolution.
- Follow established processes for incident resolution and service request fulfillment.
- Install, configure, and maintain computer systems, peripherals, and software applications.

- Perform routine maintenance tasks, updates, and patches on desktops, laptops, and other devices.
- Provide training and guidance to end-users on the proper use of hardware and software.
- Create documentation and knowledge base articles to facilitate user self-help.
- Provide remote assistance to users to resolve issues and minimize downtime.
- Utilize remote desktop tools to troubleshoot and support users in various locations.
- Collaborate with other IT teams and departments to resolve complex technical issues.
- Contribute to a positive and collaborative team environment.

Sales Support Representative, Acquire (November 2022 – March 2023)

Project: S4 (AT&T B2B)

- Compiling a daily list of sales leads, delegating leads to the sales department, and providing sales data and guides to the sales department.
- Creating and processing orders in a timely manner, processing requests for rush orders, and reviewing pending orders and customer requests to ensure customer satisfaction.
- Answering and directing customers' issues with efficiency, knowledge and professionalism.
- Managed all aspects of customers' account ensuring outstanding debts are paid and reconciling
- Supplied knowledge and quality customer service to customers creating customer satisfaction.

Client Service Associate, TDCX (April 2023 – June 2023)

Project: Like (Meta)

- Provide after sales CSR support to clients who are posting ads in our social media
- Provide post-sales customer service support/ troubleshooting support through email/phone/chat to the client's B2B customers.
- Support advertising customers and deliver consultative support.
- Perform data analysis to improve advertising customer experience and ensure higher return in investment
- Gather client and partner feedback to enhance ad products and the customer experience
- Make outbound calls if needed.

Chat Support Associate, Foundever (September 2023 – Present)

Project: Stream (TikTok Shop)

- Respond promptly and professionally to customer inquiries via the chat platform, addressing questions about products, orders, payments, and returns.
- Diagnose and resolve customer issues efficiently, escalating complex problems to higher-level support when necessary.
- Maintain a thorough understanding of TikTok Shop's product offerings, promotions, and policies to provide accurate information to customers.

- Assist customers with tracking their orders, managing cancellations, returns, and exchanges, and ensuring timely resolution of any shipping issues.
- Gather customer feedback to help improve the shopping experience and report common issues to the management team.
- Keep detailed records of customer interactions, issues, and resolutions in the CRM system.
- Work closely with other support team members and departments to ensure a cohesive and comprehensive support strategy.

REFERENCE:

Robinson A. Dizon – 0926-761-0408

Byenn J. Fernandez – 0975-584-1100

Francisco Albert K. Abrenica – 0921-488-5843

Jubet U. Pama – 0915-525-9167

Vester Jayson Arevalo – 0977-721-1548

Aldrin D. Mapesos – 0956-731-5216

Jethro Villanueva – 0961-012-5163

Nikky Ong - 0908-811-4430

Janine Buenaventura – 0919-068-2054