

Vincent John Sotto-Stewart

Fort Saskatchewan, AB

vincentjohnsottostewart6_2nf@indeedemail.com - 587-991-1216

WORK EXPERIENCE

Front Desk

Stars Inn and Suites - Fort Saskatchewan, AB -

2017-04 - Present

Keeping front desk tidy and presentable

Greeting and welcoming guests

Answering questions and addressing complaints

Keep updated records and files

Responsible for booking, checking and checkout Guest

Making Sure that the guest are well aware of the amenities of the hotel

Taking Payments and Billing related concern

Food and Beverage Server

Ricky's All Day Grill - Fort Saskatchewan, AB -

2014-02 - 2017-04

Food and Beverage Server

Primary responsibility is to take food and drink orders and relay orders to the kitchen

Examine trays to ensure that they contain required items

Ensuring that the customers are being well served

Taking/Accepting payments

Maintaining the cleanliness and orderliness of the restaurant

Service Desk / Help-Desk

JPMorgan Chase Bank N.A - Philippines -

2009-04 - 2013-06

Service Desk / Help-Desk

Consumer Banking IT

Assisting Chase Consumer Branch on how to use of our various applications

Answering difficult application and hardware questions and improving the user's experience

Providing users with one-on-one phone interaction that directly impacts the firm's ability to service external customers

Escalating issues that can not be resolved immediately and documenting all phone interactions.

Technical Support Representative / Network Specialist

Verizon Online DSL - Advanced Contact Solution Inc. - Philippines -

2006-04 - 2009-04

Network Specialist

Taking Supervisor Calls

Handling Escalated Tickets (Order Status) and calling back the customers to provide updates with their tickets

Scrubbing Level 2 tickets to ensure that they log their call right

Calling back the customers to ensure that Level 2 Technician did resolved the issue

Configuring Router settings for DSL connection

Handling Transition Agents

Handling Teams when Team Managers are not around

Doing Test calls to level 2 agents to ensure that they support the customer on the right manner

Level 3 – Technical Support Representative

Chat Support

Provide advance troubleshooting steps to Level 2 Technician to fix the DSL issue of the customers

Giving approval to the Level 2 Technician for escalation like network issue and dispatching a technician to the customer's premise

Level 2 – Technical Support Representative

Has been a Level 2 Technical Support - Verizon Online DSL Connection for 6 months

Assisting customers on how to use the internet

Resolve problem through general probing, troubleshooting and diagnosing problem over the phone.

Providing first hand troubleshooting steps if customers have connectivity issue

Escalating issues that can not be resolved over the phone

EDUCATION

Doctor of Veterinary Medicine in Veterinary Medicine

Dr. Yanga's Colleges Inc. - Philippines

SKILLS

Customer Service, Serving, Technical Support, Banking

CERTIFICATIONS/LICENSES

ProServe

2014-01 - 2019-01

Reel Facts

2015-02 - 2020-02