

**Regin Laus**

Gold St. Sapang Biabas Ph-I, Mabalacat, Pampanga

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## OBJECTIVE

*To contribute to the success of the company/program through my in-depth knowledge and skills.*

## WORK EXPERIENCE

**TopData Global IT Solutions, Inc.**

Technical Support Representative

ExpressVPN, LLC

March 2015 – Present

**Job Responsibilities:**

* Test ExpressVPN servers that are working and not
* Provide assistance to download and install the ExpressVPN software into different platforms:

(Windows, Mac, Linux, iOS, Android, Consoles, Smart TV, Apple TV, DDNS, NAS, Routers)

* Troubleshoot technical issues, such as: VPN won’t connect to servers, app won’t launch, no internet connection when VPN is ON, internet speed slows when VPN is ON, errors, etc.
* Deal with issues unable to stream movies: Netflix, Hulu, Amazon Prime, Skygo, etc
* Respond to customer emails
* Answer customer inquiries and walk through the website
* Process refunds for customers eligible for refund

**Arvato Bertelsmann**

Technical Support Representative and Case Manager

Microsoft Surface and Microsoft Windows Mobile  
July 2015 – March 2017

**Job Responsibilities:**

**Technical Support Representative**

• Taking care of customers having issues with their surface devices. Troubleshooting from a simple to complex issue which may require Remote assistance via Log Me In Rescue.

• Creating case ticket for all cases regardless if its resolved or unresolved. We are responsible for taking care of cases created on a daily basis and make sure customer’s concern are taken care of until they get resolved.

**Case Manager:**  
 • Providing reports to Operation Managers regarding projected number of surveys whether good or bad

survey and translating it into numbers via excel report; site case age, Team case age and agents view • Analyzing each bad surveys to find out the root cause as to why a survey turned into fail and generates report for managers view.  
• Providing intelligence to Team Managers and Agents on how many cases we have for the account which

includes strategies on how we can lower down number of site’s open (resolved and unresolved) cases.

• Providing daily update to Team Managers and agents on their cases – case age, number of unresolved

cases, case closure rate and case tagging prediction.

• Providing one on one coaching to agents on how they will improve their case handling and focuses on

producing more Top Boxes (Satisfied customers) and lowering down their open cases without sacrificing the agent’s scorecard and site’s score.  
• All reports are extracted as raw data and generated through Microsoft Excel

**iQor Clark**  
Real Time Analyst – Workforce Management Team  
March 2014 – July 2015  
  
**Job Responsibilities:**  
  
 • Real Time Analysis on a daily basis to ensure employee schedule adherence and management and

tracking of off-line exceptions (segments)

• Attending to details & the ability to identify trends in service level performance

• Accurately collating of all core and non-core activities on a real-time basis to ensure up to date intra-day forecasts and accuracy in shrinkage calculations.

• Managing the staffing to ensure meeting up service level and within occupancy

• Generating reports each interval to be sent to all Team Managers and Operations Managers

**EGS (Alorica) Clark**

Customer Service Representative

United Parcel Services (UPS)  
September 2010 – March 2014  
  
**Job Responsibilities:**

• Classify goods according to tariff coding system.  
 • Advise customers on import and export restrictions, tariff systems, insurance requirements, quotas, or

other customs-related matters.

• Assigning Custom Broker for customers importing goods

• Providing quotations for shipping, handling, import duties and taxes

• Help customer to properly declare the goods they ship outside the country to ensure custom clearance

• Taking payments for import duties and taxes

• Scheduling a pickup of goods for customers sending out packages

• Providing status of delivery, location of goods, and schedule of delivery

**Sutherland Global Services**  
Technical Support Representative  
Microsoft Zune Software and Devices

October 2007 – April 2010  
  
**Job Responsibilities:**

• Well-versed in installing windows, software, applications, antivirus and patches

• Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality

of results

• Providing technical assistance for customers having issues with their MP3 devices

• Providing assistance how to transfer files from computer to the device

• Providing assistance installing the Zune software into the computer; Fixing errors if software is

misbehaving

• Processing repair order for customers if device has to be sent into the service center

• Creating case ticket for every transaction.

## EDUCATIONAL BACKGROUND

Tertiary Bachelor of Science in Computer Science

(2002 - 2007) Holy Angel University

Angeles City

Secondary Camachilles High School

(1998 - 2002) Camachilles Mabalacat, Pampanga

## SKILLS

Knowledge in Hardware servicing

Knowledgeable in Microsoft Office

Excellent in Oral and Written Communication

Good Interpersonal Skills

## CERTIFICATION

Certified Cabling Test Technician

By: Jonard Nollido of AMA CLC

January 2007

## PERSONAL DATA

Date of Birth: August 08, 1986

Gender: Male

Nationality: Filipino

Civil Status: Married

Height: 5’11

Weight: 176 lbs.

Language Spoken: English, Filipino

*I hereby certify that the above information is true and accurate to the best of my knowledge. Thank you.*

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Regin Laus

(Applicant)