

CHESKA MENDOZA

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With 16 years of career experience in help desk environments, I am highly customer service-focused and proficient in technical support. I excel in systems analysis, diagnostics, and troubleshooting, complemented by a strong ability in conflict resolution. My organizational and problem-solving skills are exceptional, and I thrive in team environments. I consistently demonstrate a strong work ethic, ensuring both customer satisfaction and technical excellence.

Areas of Expertise include:

- Customer Service
- Data Analysis
- Application Support
- Web Design
- Troubleshooting
- System Testing

Professional Experience

PHINMA PROPERTY HOLDINGS COPORATION · Mandaluyong City, Philippines · January 03, 2011 – July 30, 2023

TECHNICAL SUPPORT SPECIALIST

Duties and Responsibilities:

- Respond promptly to customer inquiries and requests for support via phone, email, and chat, ensuring a high level of service.
- Work closely with other technical teams to effectively communicate and escalate issues, ensuring timely resolution of customer concerns.
- Utilize a variety of knowledge bases, tools, and resources to effectively diagnose and address customer concerns.
- Provide direct hands-on support to end-users for issues that cannot be resolved remotely, thereby enhancing customer satisfaction.
- Manage documentation related to ongoing assignments, report progress, and highlight potential areas for improvement, ensuring clear and consistent communication.
- Investigate and identify the root causes of technical issues, addressing complex technical queries by analyzing databases and monitoring systems.
- Take ownership of escalated issues, employing advanced problem-solving skills to handle highly technical challenges.
- Collaborate with the development team to solve challenging issues and improve collaboration between teams.
- Conduct comprehensive system testing on newly developed applications before deployment to ensure they meet all functional specifications and quality standards.

PHINMA PROPERTY HOLDINGS COPORATION · Mandaluyong City, Philippines · January 02, 2008 – Dec. 31, 2010

MIS STAFF

Duties and Responsibilities:

- Conduct comprehensive system testing on newly developed applications before deployment to ensure they adhere to all functional specifications and quality standards.
- Provide user training for deployed applications to ensure effective usage and understanding among staff.

- Troubleshoot a range of system issues from simple to complex across various platforms, ensuring timely resolution and minimal disruption.
- Monitor the status of tickets, especially those exceeding the Service Level Agreement (SLA).
- Prepare weekly and monthly reports on ticket status and resolutions for submission to the MIS Head.
- Provide first-level Helpdesk Support.

PHINMA PROPERTY HOLDINGS CORPORATION · Mandaluyong City, Philippines · July 02, 2007 – Dec. 31, 2007

LOAN PROCESSOR

Duties and Responsibilities:

- Handling accounts under Bank Financing, Pag ibig (HDMF) and In-house Financing scheme
- Closely monitor the status of accounts and ensure that all documents submitted by client are complete and correct.
- Handle inquiries and complaints from clients/agents/brokers.
- Prepare and issue correct computation sheet to clients.
- Prepare printed documents and ensure quality and accuracy on printed documents
- Ensure that credit information, files or records are treated with strict confidentiality.

Education & Trainings

Post -Secondary Program

CENTENNIAL COLLEGE | Scarborough, Canada
From September 2023 to present

Bachelor of Science in Computer Science

LYCEUM OF THE PHILIPPINES UNIVERSITY | Manila, Philippines
June 15, 2007

Seminars / Additional Course Attended

Technical and Professional Business Writing
NSE 1 Network Security Associate
Leading Sustainable Change
Discovery Workshop - Phinma Property
Azure Immersion Workshop: Analytics
Oracle CS ConnectX - Understanding Usage Reports for Fusion HCM and ERP
Cloud 101 with Phinma

Technical Tools & Software

MS Office Suite (Excel, Word, PowerPoint), G Suite (Gmail, Drive, Docs, Slides, Sheets, Forms)
Microsoft Azure, Visual C#, SQL Developer, Oracle CX, Filmora, Photoshop, HTML, VS Code, JavaScript