

To utilize my excellent communication and technical skills as a TSR in a dynamic organization where I can contribute to customer satisfaction and the achievement of company goals. I am seeking a challenging role that offers opportunities for personal and professional growth while providing a positive impact on customer experiences.



Joseph Rey Marilla



At Home Service Desk T1 Voice
TTEC
Sep 2022 – February 2024

Provided technical support to customers via phone, email, and chat. Troubleshoot and resolved technical issues related to hardware, software, and network connectivity. Logged and tracked customer issues in the company's ticketing system. Escalated complex issues to higher-level technical support teams for resolution. Maintained accurate and up-to-date customer account information. Demonstrated strong knowledge of company products and services.



Blk 7 Lot 67 Nostalji
Enclave Paliparan 1
Governor's Drive
Dasmarinas Cavite 4114



+639175915147



cxcx25@yahoo.com
cxcx255@gmail.com

[https://www.linkedin.com/
in/josephreymarilla/](https://www.linkedin.com/in/josephreymarilla/)



<https://github.com/cxcx25>

[https://www.facebook.co
m/josephrey.marilla](https://www.facebook.com/josephrey.marilla)



Customer Service Representative
Concentrix
Sep 2021 - Aug 2022

As a CSR in the airline industry, I was responsible for assisting customers with flight bookings, cancellations, and changes, as well as providing information on flight schedules and fares. I also handled customer inquiries and complaints, and ensured that all customer interactions were handled professionally and efficiently. Additionally, I maintained accurate records of customer interactions and transactions, and collaborated with other teams to resolve any issues or discrepancies.



Customer Service Representative
TTEC
Oct 2019 - Aug 2021

Provided technical assistance to customers as needed while ensuring patient medical records and customer information were accurately maintained and updated.

As a CSR in healthcare, responsibilities included providing technical assistance to customers, maintaining patient medical records, and updating customer information as needed.

Demonstrated expertise in technical assistance, patient medical record maintenance, and customer information updates as a CSR in healthcare.



Grab Operator / Driver
Grab
Nov 2016 - Aug 2019

As a Grab driver, my responsibilities include providing safe and reliable transportation services to passengers while adhering to traffic laws and regulations. I ensure a positive customer experience by maintaining a clean and comfortable vehicle, and by communicating effectively with passengers. I also manage payment transactions and keep track of expenses to maintain profitability.



Telecom Engineer
Fahd Abdullah Alireza & Partners Engineering Consultants Co.
Mar 2014 – Mar 2016



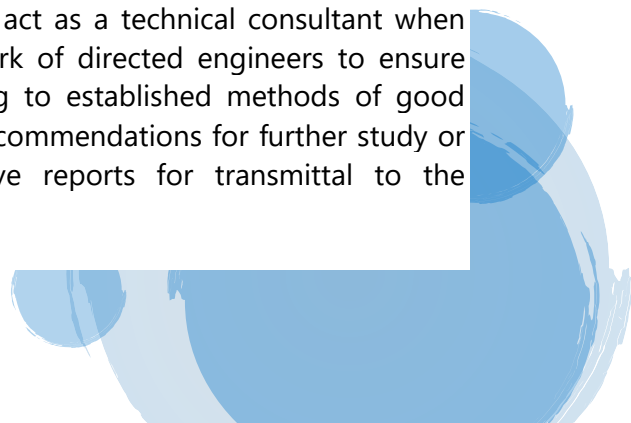
As a Consultant and Designer, I was responsible for providing expert guidance and design solutions for various systems including Voice, Data, IPTV, Fire alarm, Public address, CCTV, Access control, Audio/Visual System and Clock for SABIC housing and Royal Commission Jubail and Yanbu Project. My duties included preparing Bill of quantities, responding to RC comments, reviewing designs, and creating Issued for construction (IFC) drawings. I also reviewed material specification submittals and responded to technical queries (TQ) from contractors. As a Revit specialist, I provided architectural, structural and MEP expertise. Additionally, I served as the AcrGIS data controller for the project.




Project Engineer and Arc GIS Specialist
SK Engineering & Construction Co. Ltd
Aug 2011 - Aug 2013

As a Project/Design Engineer, I have extensive experience in designing civil, cable, and fiber schematic diagrams for various districts awarded by Mobily and STC. I am skilled in planning, scheduling, and providing work direction to ensure the efficiency, adequacy, and conformance to overall objectives of complex engineering problems. I also initiate detailed work outlines, make decisions on basic approaches, and delegate work to other engineers for final development of specialized or technical proposals and proposed projects.

In addition, I discuss, coordinate, and resolve problems with personnel throughout the company and subsidiaries, as well as with outside organizations. I act as a technical consultant when required, and review the work of directed engineers to ensure reports are written according to established methods of good report presentation. I take recommendations for further study or report changes and approve reports for transmittal to the supervisor.





Furthermore, I have experience as an ArcGIS Engineer and ArcFM Engineer. I maintain and review all data encoded in the database of Mobily server, as per the design and as per the as-built of SKEC awarded and finished projects. I also train, monitor, and develop SK GIS personnel to adopt Mobily's ArcGIS system, and help improve the system by adding attributes using Python. Lastly, I am ESRI certified.



Telecommunications Engineer
Middle Sea Telecom
May 2009 - May 2011

As a Telecom Engineer, I have attended site meetings and inspections, regularly reported on progress, and closely monitored project schedules for Saudi Telecom and Mobily. I have implemented and supervised civil works, primary and secondary copper jobs, fiber installation and repair, and all MSAN replacement jobs.

Additionally, I have evaluated technical specifications of as-built plans, prepared technical solutions, and conducted field surveys and variation analyses. I have managed and prepared all necessary materials and manpower, and created project forecasts for specific projects. I have also successfully redesigned as-built plans using AutoCAD and Micro Station, and created Binders for all jobs completed. Finally, I have prepared Bill of Quantities for all projects.


مجموعة نسكو السعودية
NESCO GROUP S.A



Telecommunications Engineer
NESCO
Feb 2006 - Jan 2009

AL-Hasa Project KSA

Dammam – Riyadh pipe network
Al-Hasa Pump station to pump station project





As a Mechanical Engineer (Piping), I conduct surveys and make strategic plans for pipe profiles and elevations. I use transit to determine the exact location of pipes. I implement and supervise all civil works and pipe installations on site, and I solve problems by computing new pipe elevations and updating designs for the best solution. I attend site meetings and inspections, report regularly on progress, and monitor schedules. Additionally, I redesign as-built plans and design using AutoCAD and Micro Station.

Riyadh Primary and Secondary network for Saudi Telecom

Jeddah RAN to MSAN replacement STC Project.
MSAN commissioning and DSL testing and trouble shouting.
Riyadh, Jeddah and Qasim primary and secondary construction and repair for Saudi Telecom Company.

| | School | Course | Year Graduated |
|--------------------|---|------------------------------|----------------|
| Elementary | Our Lady of Carmel School | | 1985-1992 |
| High School | Mapua Institute of Technology High School | | 1992-1996 |
| College | Mapua Institute of Technology | B.S. Mechanical Engineer | 1997-2003 |
| | International Elec. & Tech. Ins., Inc. | Electronic System Technician | 1996-1997 |

