ANGELO GABRIEL BARING

KNOWLEDGE BASE ADMINISTRATOR, GRAB PHILIPPINES

PROFILE AND SKILLS

I am the Knowledge Base Administrator for Grab CE with robust problem-solving skills and proven experience in creating KB Articles and designing UX improvements in a test-driven environment.

Frameworks/Systems Know-How
Zendesk and Guide Admin, Google Analytics, Google Data Studio, Google Sheets, Google Slides, Google Docs, Google Forms,

EDUCATIONAL TRAINING

Adamson University
Bachelor of Science in Chemical Engineering

Manila Doctors College
Bachelor of Science in Nursing

CHARACTER REFERENCES

Veronica "Ron" Infante
CE Delivery Manager
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Quality and Analytics Lead,
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HOW TO REACH ME

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CAREER SUMMARY

Knowledge Base Administrator
Grab CE Philippines | Apr 2018 to present
- Creates and Edits Knowledge Base Articles for Customer Experience's (CE's) process documentation
- Maintains and Monitors the data streams of the KB Articles to assess the behavior of CE in terms of article viewing
- Introduced additional features which was also implemented in a Region-wide setting
- Developed and implemented features for solutions based on team requirements
- Tested and refined software prior to rollout

Customer Service Representative
Open Access Marketing | Mar 2016 to Oct 2016
- Email support to a U.S based ridesharing company
- Assigned to a special project in the campaign involving B2B support and Applications
- Chat Support

Customer Service Representative
Lazada CS Philippines | Jan 2015 to Jan 2016
- Inhouse Email and Phone Support (Level 2)
- Operates using Zendesk Systems
- Trained to collate both agent level and supervisor level data such as ticket statistics and SLA Breach reports
- Trained in Warehouse Order Management Systems which includes collecting statistical data from all concerned departments such as the Logistics Teams and the Payments Teams.
- Appointed as the POC of the Team which assumes the responsibilities of the Team Leader and the Workforce Management except for taking Supervisor calls when neither are present.
- Appointed as Subject Matter Expert