



ISRAEL D.L JINGCO

TECHNICAL SUPPORT



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New Zaniga, Mandaluyong City

PROFILE

A thorough advisor with almost three years of experience providing users with a seamless music experience. A logical thinker who has a systematic way of solving problems, but still touches his creative side when needed. A continuous and determined learner who's ready to embark on a new career.

SKILLS

- Strong interpersonal skills, verbal and written communication.
- Strong problem-solving skills and decision-making ability.
- Able to grasp new concepts quickly.
- Proficient in Salesforce, Microsoft Word, and Microsoft Excel.

REFERENCES

Available upon request

EXPERIENCE

Customer Service Associate

Sutherland Global Services | July 2019- Present

Client: Spotify

- Provides feedback and suggestion with the newly-released system.
- Analyzes, resolves, and responds to inquiries received in the Spanish Language.
- Troubleshoots clients' issues with either their account or application while maintaining proper documentation.
- Ensures customer satisfaction by providing timely and well-written responses via email and chat.
- Ensures that the system translates the email correctly to the designated language.
- Participates in team calibration to identify and discuss opportunities for existing processes

EDUCATION

Bachelor of Arts in English

Polytechnic University of the
Philippines
2015-2019