

# JOSEPH LAUREN AMBROSIO

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## OBJECTIVE:

I am looking for an Email / Chat support position in an environment that offers greater challenge and better opportunity where I can exhibit my skills to help the company advance efficiently and productively.

## EXPERIENCE:

TaskUs, Inc.  
Anonas, Quezon City  
July 2015 - July 2018  
Workforce Analyst /  
Email Support Representative

Started by answering emails about customer inquiries, complaints and general information before getting promoted as Workforce Analyst. In charge of day-to-day monitoring of agents productivity. Collects, analyze and interpret data to help drive the business.

iManila, Inc.  
Hanston Bldg, Ortigas  
2014 – 2015  
Technical Support Specialist

Handled web hosting, maintenance of web servers and customer support. Technical support assistance to clients' email accounts and websites.

## SKILLS:

- Proficient in Microsoft Office (Word, Powerpoint, Excel, etc.), Google drive, sheets and docs.
- Knowledgeable in handling customer service via email
- Able to comply with clients demand and needs
- Exercise emotional intelligence while being a team player
- Decisive and able to apply critical thinking in tight situations
- Fast learner and able to adapt in company policies and abrupt changes

## EDUCATIONAL ATTAINMENT:

### UNIVERSITY OF RIZAL SYSTEM - MORONG

College of Engineering  
Morong, Rizal  
Bachelor of Science in Computer Engineering

### TUITT PHILIPPINES

Web Development Coding Bootcamp  
Quezon City

## REFERENCE:

Roschelle Del Rosario  
Workforce Director  
0998 790 9756

Magnolia Samson  
Workforce Manager  
0917 562 8305

Billy Wilson A. Arante  
Instructor  
09271343983

