

JOSHUA SAN GABRIEL

I.T.

San Pedro, Laguna 4023

Contact number: +639762303457

joshsangabriel70@gmail.com

Hard working team-player with proven ability to commit to projects from start to finish. Skilled in utilizing advanced analytical thinking skills to prioritize tasks, pinpoint technical issues, and deliver timely solutions. Exhibit great communication skills to effectively express creative ideas to varied audiences with varying levels of technical knowledge.

SKILLS

- Knowledgeable in Python language
- Knowledgeable in C# language
- Web and Application Development and Support
- Technical Support
- Customer Service
- Computer Networking

EDUCATION

Malayan Colleges Laguna, Information Technology January 2018 - Present

Malayan Colleges Laguna, Tourism Management June 2011 – August 2011

San Pedro Manpower Development Institute,
Basic Photography

Amazing Grace School, High School

TRAININGS

- CCNA Routing and Switching 1 & 2 – NetAcad Learning
- CompTIA Labs for IT Fundamentals - Comptialabs
- CertMaster Labs for A+ Core 1 – Comptialabs

WORK HISTORY

Snapp Ventures, Inc.

April 2024 – July 2024

I.T. Intern

- Performed mobile app, CRM, and software utilities QA tasks
- Fixed and edited codes using Visual Studio Code with programming language Next.js.
- Developed a booking system for the company and provided demo and presentation.

Synchrony

September 2020 – June 2022

Collections Representative

- Handled outbound and inbound calls to help bring clients' account current.
- Obtained reason for delinquency to provide a suitable solution for clients' account to help prevent it from falling further behind.
- Processed payments over the phone using checks or debit card.

TaskUs

February 2016 – March 2017

Subject Matter Expert

- Developed business cases, presentations, and reports for senior management.
- Collaborated with senior management and business line management to identify and prioritize new concepts for development and launch.
- Evaluating teammates' responses and having discussions for better service.

TaskUs

May 2015 – February 2016

Email Support Representative

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

West Contact Services

October 2013 – February 2015

Financial Support Representative

- Handled outbound and inbound calls daily with the goal of bringing clients' accounts up to date.
- Used probing techniques to determine debtors' reasons for delinquency.
- Resolved challenging situations with friendly but firm strategies.
- Processed payments on client's account.