

# JOSHUA SAN GABRIEL

## I.T. INTERN

San Pedro, Laguna 4023

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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

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

### EDUCATION

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<b>Malayan Colleges Laguna</b> , Information Technology	January 2018 - Present
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<b>Malayan Colleges Laguna</b> , Tourism Management	June 2011 – August 2011
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**San Pedro Manpower Development Institute**,  
Basic Photography

**Amazing Grace School**, High School

### TRAININGS

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

## WORK HISTORY

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### **Collections Representative**

September 2020 – June 2022

#### Synchrony

- 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.

### **Subject Matter Expert**

February 2016 – March 2017

#### TaskUs

- 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.

### **Email Support Representative**

May 2015 – February 2016

#### TaskUs

- 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.

### **Financial Support Representative**

October 2013 – February 2015

#### West Contact Services

- 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.