



JERUZ ABIERA

TECHNICAL SUPPORT

 [linkedin.com/in/jeruz](https://www.linkedin.com/in/jeruz)
 jeruz.abiera@outlook.com
 +63 969-313-4738
 www.jrzstflr.netlify.app

RELEVANT SKILLS

- Networking Basic Fundamentals
- Troubleshooting
- Quality Customer Service
- Contact Center Support
- Call Quality and Termination Troubleshooter
- Provisioning Devices
- On-Boarding and Implementation

WORK EXPERIENCE



Subject Matter Expert

Sutherland Global Services - 8x8

November 2023 to May 2025 (2 years, 6 months)

- Started as a Tier 1 Technical Support Engineer in 8x8 under Sutherland Global Services
- Maintained 100% positive feedback rating from customers by providing them exceptional customer-centered service.
- *Demonstrated* knowledge in the product and exceptional skills and was promoted as Subject Matter Expert after 2 years

EDUCATION HISTORY



BS Computer Science

Institution: Laguna Science Technology College

Year: 2014

Programming NC IV

Institution: Laguna Science Technology College

Year: 2012

CERTIFICATIONS



Networking Basics

Institution: Cisco
2024



Networking Devices and Initial Configuration

Institution: Cisco
2024



JERUZ ABIERA

TECHNICAL SUPPORT

 [linkedin.com/in/jeruz](https://www.linkedin.com/in/jeruz)
 jeruz.abiera@outlook.com
 +63 969-313-4738
 www.jrzstflr.netlify.app

RELEVANT SKILLS

- Networking Basic Fundamentals
- Troubleshooting
- Quality Customer Service
- Contact Center Support
- Call Quality and Termination Troubleshooter
- Provisioning Devices
- On-Boarding and Implementation

WORK EXPERIENCE



Fraud Detection Analyst

TELUS International Philippines, Inc. -
Barclays Bank US
February 2022 to June 2022



Customer Assistance Advisor

KGB Philippines - 118118 Money
August 2021 to February 2022



Process Associate

GENPACT Services LLC - Ally Financial
Bank
May 2017 to August 2021