

## **Rolly Lhynne D. Concepcion**

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<https://www.linkedin.com/m/in/lhynneconcepcion>

[https://www.credly.com/users/rollylhynne\\_concepcion/badges](https://www.credly.com/users/rollylhynne_concepcion/badges)

<https://github.com/lhynne-c>

<https://lhynne-c.github.io/mywebsite/>

### **PROFESSIONAL SUMMARY**

- Over 14 years of User Support Technician experience
- Certified Google Data Analytics Professional
- Microsoft Certified: Azure Data Fundamentals
- Genesys Cloud Certified Professional - Reporting and Analytics
- Genesys Cloud Certified Associate

### **SKILLS**

- Python, Javascript, CSS, HTML
- Reporting and Analytics
- Telephony, Routing, Softphone
- Spreadsheets, SQL
- Data cleaning, data manipulation, data visualization
- MS Office

### **EDUCATION**

**Bachelor of Science in Mathematics**  
**Major in Computer Science**

**2003 - 2007**

Bulacan State University • Philippines

**Personal Caregiver**

**2022**

International Career School • Canada

### **WORK EXPERIENCES**

**Cloud Technical Support Engineer**

**2017 - 2022**

Genesys Telecommunications Laboratories • Manila

- Took ownership of customer issues reported and seeing problems through to resolution
- Provided technical support by identifying the root cause of the problem: understanding and interpreting sip logs, validating settings, checking for outage, conducting troubleshooting steps

- Analyzed and completed telephony work order assignments to meet SLA's
- Followed standard procedures for proper escalation of unresolved issues to the appropriate internal teams and/or vendors
- With understanding of SIP, WebRTC, VoIP, PCap analysis, troubleshooting call quality, media gateways, SBC devices, complex network topologies, UDP, TCP, Firewalls, troubleshoot packet loss and delay, jitter, CODECs.
- Processed requests for IP whitelisting, softphone registrations and DIDs
- Monitored department chat group and maintained awareness of events and incidents
- Participated in the improvement of procedures and documentation
- Tools Used: Kibana, Grafana, Logs Visualizer, Kazimir, CloudBerry, Designer Analytics, Jira, Salesforce, Office 365, ServiceNow

### **Insurance Agent – Part time (Remote)**

**2017 - Present**

Pru Life UK • Manila

- Identified sales opportunities for insurance plans and overseeing portfolio of clients
- Recognizes risk management strategies, handling policy renewals, and tracking claims.
- Established a collaborative relationship with prospective clients from various sources such as networking, cold calling, and referrals.
- Accomplished administrative tasks including maintaining records and handling policy renewals.
- Consistent Branch Achiever hitting monthly target of Php 250,000 NAP
- Sectoral Achiever 2018 with over Php 500,000 NAP
- Managed 100% persistency rate up to date

### **Virtual Assistant – Part time (remote)**

**2020 - 2022**

Exploration • California

- Claimed videos owned by our clients (Music Publishers) and uploaded on Youtube by unauthorized users
- Reviewed disputed videos and act by reclaiming the videos or releasing them
- Conducted research and ensuring that the assets are updated
- Performed orphan hunt to find unaccounted videos which are not yet claimed
- Consolidated all the claims and other actions taken and send report to the manager
- Regularly took certification exam to ensure update knowledge

### **Technical Support – Part time (remote)**

**2021-2022**

We Lend • New York

- Created Hubspot workflow and templates
- Designed plans and process documents
- Mapped fields from Hubspot to Airtable and Mortgage Automator
- Tools used: Slack, Hubspot, Dialpad, Aloware, Airtable, Mortgage Automator, Miro, Time Doctor

**Order Processing Agent – Part time (remote)**

**2021 - 2022**

Custom Gear • New Zealand

- Processed orders from sales made by Account Managers
- Creates final quotes based on the quote sent by the Account Managers
- Creates purchase orders and submit to the suppliers and/or decorators
- Send the artwork to the customer for approval
- Send the artwork approval to the supplier/decorator
- Tracks the production and make sure that the order gets delivered to the customer on time
- Makes outbound calls to suppliers, decorators, and customers to ensure completion of orders properly and on time
- Tools used: Zoho, Skype, Xero, MS Office

**Technical Support (Account: Lenovo)**

**2011 - 2013**

**Senior Quality Analyst (Account: Lenovo)**

**2013 - 2017**

Sutherland Global Services • Quezon City

- Resolved hardware and software issues in Lenovo products – laptop, desktop, AIOs and tablets.
- Monitored calls, chat and email transactions of multiple accounts
- Performed data analysis and data validation using MS Excel and created weekly reports sent to Operation leaders
- Played a key role in increasing the account's NPS score by 20% by updating QA guidelines.
- Spearheaded the training of the agents and managers, and implementation of the revised QA guidelines
- Lead calibration meetings with supervisors and other member of the Quality team
- Answered supervisory calls as necessary

**Technical Support (Account: Telus aDSL)**

**2007 - 2011**

Telus International Phil. Inc • Taguig

- Answered incoming calls from residential and small business customers.
- Resolved issues regarding the connectivity and internet connection.
- Managed call flow and responded to technical support needs of customers.
- With understanding of IP/TCP, DNS, DHCP, networking
- Installed software, modified and repaired hardware and resolved technical issues.
- Completed remote repairs involving software solutions and hardware repairs.
- Created dispatch cases to send on-site technicians to the customers

