

Elyza Medoranda

CONTACT

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OBJECTIVE

To succeed in an environment of growth and excellence, earn a job which provides me job satisfaction and self-development, help me achieve personal as well as organizational goals. I have always been punctual at work and do well independently and as a team member.

WORK EXPERIENCE

AT&T Global Network Services

Nov 2016 — Present

Senior Associate, Network Engineer

Main responsibilities: Responsible for maintaining software releases on Radio access network/core network on the following mobility network equipment: RNC, Node B, eNode B, MSN, MGW, FGW and Microcells. Network equipment consists of the following vendor types: Ericsson, ALU, Nokia and Cisco. Engineers perform remote software installation and troubleshooting on varying types of equipment and technologies (3G, 4G, 5G) to support our wireless infrastructure. Daily activity consists of:

- Checking in and out third party technicians who works on all AT&T owned equipment in the cell sites.
- Monitoring new alarms popping up at the cell sites and initiate appropriate action, either by troubleshooting or if not then escalating to upper tier, to clear the issue.
- Inspect CPRI, RSSI and VSWR readings if it is within the required specifications.
- Making sure that all equipment is operational and that there are no degradation present.
- Assist third party vendors on troubleshooting all equipments remotely
- Opening, updating and closing tickets for vendors who is working/finished working at the cell site
- In some cases when there are calamities (heavy snow, thunder/rainstorm, fire, etc), it is also my responsibility to dispatch portable generators to those cell sites that has power outages.
- Calling out to third party companies/vendors who provides their services to AT&T and gives them work tickets that they can work on. They then go to cell sites, which has issues/troubles needed to be fixed, and do necessary steps to troubleshoot.
- Monitoring cell sites which still has ongoing power issues and update the ticket for it accordingly.

Transcom Worldwide Inc., Manila,
Philippines

2015 — 2016

Technical Support Representative for Comcast

Main responsibilities: Provides technical and network support to users by researching and answering questions, troubleshooting problems and maintaining workstation and LAN performance, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus. Support is provided by clearly technical solutions in a user-friendly, professional manner. Our daily activity consists of:

- Deliver service and support to end-users using and operating automated call distribution phone software via remote connection or over the Internet using a ticketing system.
- Interact with customers to provide and process information in response to inquiries, concerns and requests

about products and services, also gather customer's information and determine the issue by evaluating and analyzing the symptoms.

- Diagnose and resolve technical hardware and software issues involving Internet connectivity, email clients, IPTV, VOIP and more.
- Identify and escalate priority issues per client specifications and redirect to appropriate resource if necessary
- Follow up and make scheduled call backs to customers where necessary and stay current with system information, changes and updates.
- Offer full range of customer service to the company's customers by phone, fax, mail/email,. Full range of customer service including handling of incoming calls.
- Date input to the company's programs and other back office tasks.

KFC People Support Branch, Makati City

2013 — 2014

Restaurant Team Member (RTM)

Main responsibilities: Prepare/store/pack food items/serve company products according to company policy and procedures, and in an efficient, friendly and courteous manner. Our daily activity consists of:

- Processed transactions quickly and efficiently – Maintained a friendly and cordial relationship with the customers by greeting them and assisting them with all relevant issues;
- Created a friendly/positive impression at the checkouts – Educated customers about new schemes and promotional activities that could benefit them;
- Refilled supplies and shopping bags and verified cash register balances;
- Maintained registers and all books related to cash transactions and kept them up to date

QUALIFICATIONS

- Handled 50+ calls with customers/technicians daily to troubleshoot and assisting them regarding product related issues.
- Received at least 90% Customer Satisfaction Survey scores each day.
- Took over not less than 10 escalated calls each day from customers and persuading them to stay loyal with our company resulting to decrease of service cancellations.
- Met and exceeded targets set by the Operations Manager for different clients/projects.
- Proposed ideas for continuous improvement.
- Actively involved in new trainees' call handling training.
- In charge of dispatching technicians to cell sites in need of repair, sending out portable generators to those sites which has power outages due to weather conditions

SKILLS

- Knowledge of IP Networking
- Knowledge of MS Office
- Basic OS troubleshooting : Windows XP to Windows 10
- Knowledge of Voice of Internet Protocol
- Knowledge of 2G, 3G and 4G technologies
- Basic Knowledge in ticketing systems
- Basic Knowledge in HTML, CSS and JavaScript

EDUCATION

High School diploma

2008 — 2012

Good Shepherd Christian School

Bachelor of Arts in Journalism

2014 — 2015

LANGUAGE/S

- Filipino - Native
- English - Fluent (Verbal and Written)

CERTIFICATES

- Comcast Central IP Tech Product Specifics Training and Academy Bay
- Intro to Interior Design Course - Udemy
- Web Design for Beginners: Real World Coding in HTML & CSS - Udemy
- Intro to HTML and CSS - Udacity
- Javascript : Javascript Awesomeness - Udemy