



# MARK JOHN GONZALVO

Customer Service · Content Moderator · Administrative Support

## BACKGROUND

I have experience in customer service and technical support, handling chat, calls, and email. I've also worked on data entry, content moderation, and AI/machine learning projects. I'm adaptable, efficient, and good at handling multiple tasks while solving problems.



September 05, 1992



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Taguig, Metro Manila, PH

## Education

### STI College

Bachelor of Science in Information Technology  
2013 – 2017

### TESDA, City College

Computer Technician Certification  
2012 - 2013

## Links

[Mjverse](#)

[Facebook](#)

[Linkedin](#)

[X](#)

## Work Experience

### Content Moderator

Alorica Makati: Sept 2024 – Dec 2025

- Moderated content and trained AI through machine learning, ensuring compliance and a safe social media environment.

### Content Moderator

Concentrix BGC: Sept 2023 – Aug 2024

- Moderated content and managed emails and documents, maintaining a safe social media environment.

### Customer Service Representative

Concentrix Shaw: Apr 2019 – Jan 2022

- Managed high volumes of inbound/outbound chats and emails, meeting KPIs and maintaining customer satisfaction.

### Customer Service Representative

Concentrix Bridgetowne: Aug 2017 – Feb 2019

- Handled outbound support and data entry, contributed to process improvements, achieving Top Agent Q3

## Core Skills

- **Attention to Detail:** Completes tasks accurately and with care.
- **Adaptability:** Adjusts quickly to new tasks and changing environments.
- **Multitasking:** Manages multiple tasks or interactions simultaneously.
- **Technical Proficiency:** Proficient with computers, software, and digital tools.
- **CRM Tools:** Uses CRM systems effectively to support workflow and organization.