



MARK JOHN GONZALVO

Great
Person
To Work
With

Certified

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.

(Visit my website for more information.)



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

[Mjgverse](#) (website)

[Facebook](#)

[Linkedin](#)



NOTE: "Open my resume in a browser so all the links in my information are clickable."

Work Experience

Content Moderator

Alorica Makati: Sept2024 – Dec2025

- Generated content and trained AI models through machine learning by labeling and reviewing data. Ensured compliance by removing inappropriate, harmful, and copyright-violating content to maintain a safe social media environment. I've been recognized as **Top Agent** twice for outstanding quality and performance.

Content Moderator

Concentrix BGC: Sept2023 – Aug2024

- Reviewed and moderated user-generated content to ensure compliance with community guidelines. Removed inappropriate, harmful, and explicit content, including copyright violations and intellectual property misuse. Managed reports, emails, and documentation to maintain a safe and secure online environment.

Customer Service Representative (Hybrid)

Concentrix Shaw: Apr2019 – Jan2022

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

Customer Service Representative

Concentrix Bridgetowne: Aug2017 – Feb2019

- 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.