



# MARK JOHN GONZALVO

Customer Service · Content Moderator · Administrative Support

## Work Experience

### 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](#)

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## 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.