



MARK JOHN GONZALVO

Customer Service · Content Moderator · Administrative Support

About Me

Customer Service and Technical Support with experience in chat, calls, email, data entry, content moderation, and Ai - Machine Learning projects. Adaptable, efficient, and skilled in multitasking and problem-solving.



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

Mjcorelink

Facebook

Telegram

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Work Experience

Content Moderator

Alorica Makati: Sept2024 – Dec2025

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

Content Moderator

Concentrix BGC: Sept2023 – Aug2024

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

Customer Service Representative

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.