

Philip Pham

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QUALIFICATIONS

- Effective troubleshooter with ability to analyze data to draw effective actions and conclusions
- Track record of high customer service satisfaction through on-site and remote support by attentively listening to customers' needs and being able to solve problems creatively
- Ability to work effectively in a team and independently with minimal supervision and takes initiative in problem solving
- Strong organizational, multi-tasking and time management skills
- Strong written and verbal communication skills
- Knowledge of front-end development (HTML, CSS and JavaScript)

PROFESSIONAL EXPERIENCE

Facebook via Collabera – Menlo Park, CA

(June 2018 – Present)

DevOps Analyst

- Test applications that integrate Facebook Login API and provide feedback to developers to ensure positive user experience
- Work cross-functionally with legal and policy team to determine review standards, valid permission use cases and business verifications measures
- Provide close support to developer's application by troubleshooting issues, optimizing applications and recommending actions based on strategic goals aligned with our company policy
- Mitigate public security concerns through due diligence and provide a meticulous verification process for applications involved with Facebook business
- Communicate insights and analytics gathered from business documents to engineers and various product teams to help improve developer platforms

Apple via Pro Unlimited – Sunnyvale, CA

(October 2016 – June 2018)

Data Annotation Specialist

- Review data sets and identify object specification to ensure guidelines are met for machine learning
- Execute autonomous technology projects
- Complete prototype assignments and manage projects within team using Jira
- Provide feedback and issue bug reports to engineers regarding software/tools used
- Mentor and lead a team of 8-10 specialists ensuring quality standards are met; audit data sets

Netflix – Fremont, CA

(January 2015 – December 2015)

Customer Service Representative

- Provide exceptional customer service by consistently responding and troubleshooting problems remotely for a high volume of inbound customer calls in a fast-paced environment (Averaged 100 per day)
- Provide front line and technical assistance with fast follow-up to a variety of simple to complex customer calls
- Assist customers with creating new or maintaining existing accounts, website navigation, account billing and shipping issues, account recovery, and refunds
- Communicate information effectively to a variety of non-technical and technical customers
- Identify and analyze each call inquiry to better assist customer's needs
- Provide up-to-date knowledge about deals, promotions, and service changes to customers
- Maintain confidentiality at all times with customers' account information

Bank of America – San Jose, CA

(April 2007 – October 2014)

Sr. Teller

- Deliver high quality customer service to all customers by providing account services such as receiving deposits, loan payments, cashing checks, issuing savings withdrawals, and other needed transactions on a daily basis
- Process bank transactions accurately and efficiently in accordance with company policies and procedures
- Ensure regulatory requirements are met at all times

- Provide exceptional customer service by identifying customer needs
- Promote and advertise financial products, services, and promotions to customers
- Responsible for cash and check handling
- Maintains customer confidence and protects bank operations by keeping information confidential

EDUCATION

California State University, East Bay

- *Bachelors of Science - June 2015 (Criminal Justice, Concentration in Law Enforcement)*