

# GERALD E. RAMOS

Caloocan City

0929 253 0440

ramos.gerald.16@gmail.com

I can work unsupervised, has a sense of responsibility, good at decision making, good at written and verbal communications. Can do multi-task work and meet deadlines on time.

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## Skills

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- Email, chat, and call support (Retail, Telco, & Gaming Account)
  - Technical and customer service support
  - ServiceNow – Ticketing Tool Experienced
  - Cisco Jabber and Cisco Finesse Experienced
  - Active Directory and Office365 Experienced
  - Remote Access and Main Frame Experienced
  - PC Troubleshooting and software update/maintenance
  - Photo editing using Adobe Photoshop
  - Website administration and optimization (GoDaddy & Bluehost)
  - Content encoding, writing, and editing using WordPress & Drupal

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## Work Experiences

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### Collabera / IT Service Desk Analyst

May 2022 – Present, BGC Stopover, Taguig

Respond to user inquiries, incidents, and service requests. Collect information from the user by probing questions in order to analyze symptoms and identify underlying problems. When applicable, escalate the ticket to the appropriate level 2 support team and ensure ticket handoff. Log the ticket precisely, including all important details provided by the user. Follows the proper troubleshooting steps to resolve password reset, account-related, and technical issues.

### Hinduja Global Solutions / Technical Support Representative

August 2021 – March 2022, Quezon City

Handles incoming calls using proactive customer service and call control strategies, as well as tried-and-true troubleshooting processes. Applying professional customer service approaches, customizing, and concentrating on delivering value to the conversation, creates an excellent experience for the customer.

### Alorica / Customer Experience Agent

October 2020 – July 2021, Quezon City

Answers and initiates a variety of real-time non-voice-based services. Verifies and updates customer information, responds to queries, and resolves issues. Provide prompt resolution to customer inquiries by providing appropriate and accurate information using the highest quality customer service standards.

### GameOps Inc. / Game Operation Specialist

January 2018 - January 2020, Pasig City

Supporting the operations of Online Games. Managing the communities of players. Providing timely support and resolution over email. Analyzing the player's main problem and how to handle it. Drafting reports via MS Office tools and communicating with the clients via Slack to have a better resolution in some critical situations.

**24/7 Customer Philippines Inc. / Technical Support Representative**

July 2016 – July 2017, Makati City

Answering customer concerns and questions regarding internet service. Processing bills and payments on the system. Providing solutions to customer problems for internet-related issues.

**Shinra Software Solutions - FYDesigns / Web Designer / Web Developer / Internship-OJT**

November 2014 – May 2015, Quezon City

Developed and designed website using HTML, CSS, Bootstrap, JavaScript, and CMS Tools such as WordPress and Drupal. Editing and resizing images using Adobe Photoshop. Implement edited images into the website, also adding and encoding contents to it.

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**Education**

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**STI College Caloocan / Bachelor of Science in Information Technology**

June 2011 – March 2015, Caloocan City

**Dalandanan National High School**

June 2007 – March 2011, Valenzuela City

**Malinta Elementary School**

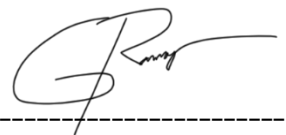
June 2001 – March 2007, Valenzuela City

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**Declaration**

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By signing below, I affirm that the information provided by me on and/or associated with this application for employment is true and complete to the best of my knowledge.



**Gerald E. Ramos**