

Renz Radly Azur



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Summary

Dedicated IT Graduate to provide client satisfaction, to be able to meet the expectation and contribute to company's success. I am reliable and driven, with strong time management and prioritization abilities.

Experience



Advisor II

Concentrix

Aug 2019 - Jun 2023 (3 years 11 months)

Mainly supporting Google Play End Users (Play Store App - North America) such as Installing Apps, In-App Purchases, Google Play Books, Google Play Gift Cards and Refund Requests.

Able to handle supervisory via phone call, chat and email channels.

Conducted one-on-one tutoring sessions with agents to help them build confidence and increase their understanding of the subject matter.

Helping the supervisor to coach the agents in the areas need to improve.

Insuring agents will be able to answer customers in a timely manner.



Technical Service Representative

Qualfon

Jul 2016 - May 2019 (2 years 11 months)

Provided customer service and technical support to ensure customer satisfaction and loyalty to Tracfone.

Supporting end users in buying Tracfone Plans, activating a new phone, refilling minutes, helping user to solve issues like can't make a phone call or sending text messages/MMS (basic to advance troubleshooting)

Able to handle supervisory calls and escalations from different departments.

Education



Eastern Visayas State University

Bachelor of Science in Information Technology, Computer Programming/Programmer, General

Jun 2012 - May 2016

We created our thesis : Internet Monitoring System for our school library to encourage students to use the internet services they are paying.

I'm the only one in our team who knows how to code that time. We use HTML5, CSS3, Bootstrap and Javascript for our frontend.

For our backend, we use PHP (registering students and dashboard) and MySQL for database. We use Visual Basic 6.0 to create a simple tool (needs to installed in all PC's) as well to stop the internet when the time is up and vise versa.

Licenses & Certifications



Programming for Intermediate Users Using Python - Department of Information and Communications Technology - Philippines

CN: 5266e4d4-61ab-404c-aa7d-4a73c64826c0



Programming for Beginners Using Python - Department of Information and Communications Technology - Philippines

CN: 88c00079-06c7-4470-a587-a3c11eeaa4c7



LPPDOM1004GL - CONCENTRIX LEAN SIX SIGMA YELLOW BELT TRAINING - Concentrix

Skills

Customer Service • Technical Support • Bootstrap • HTML5 • Cascading Style Sheets (CSS)