

# Alessandro Mate Jr.

## Web Developer

With a solid 3 years experience in the BPO industry handled IT support, Customer Service Satisfaction and system troubleshooting . Currently, exploring web development for holding with my previous work experience makes me flexible enough in probing the IT industry

 San Jose del Monte City, Bulacan, Philippines

Portfolio Website : <http://rjmate.xyz>  

## Skills

### Tech Stack



## Work Experience

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### Support Analyst First Line

#### Atos

November 2018 - April 2022  
5, 16, 5F, 18, Eastwood Ave,  
Bagumbayan, Quezon City, 1110 Metro  
Manila

Take and receive all customer calls in a professional and courteous manner as well as providing advice and support.

To handle & reply incoming emails within timely manner each depending on accounts contractual SLA's.

Log all calls, using the designated call handling system and entering detailed and accurate information.

To ensure ticket is raised for each call/email received and minimizing discrepancies between call & ticket ratio.

Perform end to end ticket management for all incidents & changes, ensuring each call is progressed till resolution.

## Education



2012 - 2017

### STI College

Bachelor of Science in Information  
Technology (BSIT)



2002 - 2012

### Yverdon de Pestallozi School

High School Diploma