

Ronan Ace C. Flormata

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Professional Experience

EMPLOYER NAME: NICE CXone PH

POSITION: *Associate Implementation Engineer - Professional Services*

November 25, 2019 - June 24, 2023

Main duties:

- Troubleshoot complex technical issues related to Cloud SaaS products, including IVR Scripting, CRM Integrations, and connectivity issues such as SIP trunks, VOIP, MPLS, and IPsec.
- B2B - Processing requests on account charges, connectivity projects for SAAS Contact Centers.
- Demonstrated configuration skills with IVR Scripting, API, and Dialer
- Responsible for clients call recording management using FTP server and AWS Cloud storage
- Processed a basic knowledge of CRM systems such as Salesforce, Zendesk, and ServiceNow.
- Provides effective triage and troubleshooting assistance to assigned accounts on reported issues, while scheduling time for proactive activities (Troubleshooting on Data Reporting, Softphone license keys, Nice CXone platform software and products)
- Familiarizing with a customer's contact center and business, and learning how inContact's solutions help them meet their business needs
- Engages in proactive communication with each assigned customer ensuring that they achieve their business objectives, achieve success with the solution, and are using the solution in the most successful way possible
- Partnering with other inContact employees and teams (technical support, professional services, product management, engineering, etc.), ensure that all technical challenges and other issues/cases/requests are being handled properly, are within SLA targets, and are progressing toward resolution.

- Develops expertise and maintains currency in telecommunications, contact center, and related technologies
- Works largely during customers' core business hours through phone, chat, email and screen sharing, with occasional extended hours as deemed necessary on critical concerns
- Responsible for customer satisfaction, retention and reference-ability for all assigned accounts, addressing overall concerns, change requests, work orders, and solving service or billing problems
- Work with customers and internal teams to implement, test, and support.

EMPLOYER NAME: GOOGLE OPERATIONS CENTER

POSITION: *Customer Support Representative, September 16 - October 18 2019*

Google Ads

EMPLOYER NAME: TELUS INTERNATIONAL PHILIPPINES

POSITION: *Technical Support Representative II, July 13,2016-September 11,2019(G Suite by Google)*

Account Recovery Specialist, April 23, 2018 - October 5, 2018 (G Suite by Google)

Main duties as a Technical Support Representative:

- Assists G Suite customers in setting up their G Suite accounts
- Assists G Suite customers to setup and Troubleshoot with Sync and Migration tools such as Cloud based Data Migration service feature in G Suite, G Suite Sync and Migration for Microsoft Outlook, Google Cloud Directory Sync (limited / best effort support), and IMAP/POP sync connection to email clients(Outlook, Apple mail client, Thunderbird Mail etc.)
- Assists G Suite customers in setting up Device Management for Mobile devices (Android and iOS) and Chromebook devices and at the same troubleshoot(limited / best effort support)
- Troubleshoots / sets up email routing and delivery such as dual, split, catch-all, etc. Also helps customers in setting up SMTP services
- Assists G Suite customers in setting up their email services with G Suite, troubleshooting email issues such as adding MX records for setup as well as adding SPF, DKIM, DMARC for email security and authentication as well as spam issues
- Troubleshoots Google Drive issues which includes syncing solutions such as Backup and Sync and Drive Filestream
- Assists in setting up Mail fetcher using POP3
- Assists customers with turning Google Voice on or off, changing settings, setting account in Android and iPhone, retrieving voicemails, set up service address and locations, integrate Siri with Google Voice, searching Google Voice history, set up Google Voice with screen reader, etc
- Assists and troubleshoots in creating and making a Google Site live.
- Assists customers in adding DNS records in their domain hosting when needed for their G Suite account.

- Troubleshoots / sets up renaming domain, adding secondary domains and domain aliases as well as renaming users.
- Troubleshoots / sets up renaming domain, adding secondary domains and domain aliases as well as renaming users.
 - Walks customers through adding and setting up email groups. Includes set up of email group, collaborative inbox, forums as well as the sharing and access permissions.
- Customer support for Google Docs and Drive includes the following web-based services: Drive, Docs, Sheets, Slides, new Sites, Forms
- Provides customer support for the Google Admin console web interface.
- Billing support for G Suite accounts
- Provides customer support for Cloud Identity for customers with current G Suite subscriptions.
- Provides customer support and a service level agreement for App Maker.
- Customer support for issues with the G Suite APIs [limited support / best effort support]

EMPLOYER NAME: TELEPERFORMANCE PHILIPPINES, BAGUIO CITY

POSITION: *Customer Service Representative, November 28, 2015- April 3, 2016*

Main duties as a Customer Service Representative-provides consistent superior service to every customer with their student loans.

EMPLOYER NAME: 51 TALK PHILIPPINES, BAGUIO CITY

POSITION: *ESL TEACHER / HEAD TEACHER, January 20, 2014-August 28 2015*

Main duties as a Teacher –teacher works with Chinese students on the fundamentals of:

- grammar
- vocabulary
- writing
- reading,
- speaking
- Listening

Main duties as a Head Teacher – Head Teacher ensures that teachers/teammates are motivated and working well and makes sure that teachers accomplish the daily tasks given:

- Fill out and Complete the Teacher's Daily Tracker
- Submit Recorded Sound files
- Accomplished Lesson Memos

EMPLOYER NAME: MANAGEMENT INFORMATION SYSTEMS OFFICE, UNIVERSITY OF BAGUIO

POSITION: *On-the-job Trainee, June 2012-October 2012*

Main duties

- Web Developer
- Graphic Designer
- Student Assistance
- Faculty Assistance
- Technical Assistance
- Supervisor and Administrator Assistance

Education

UNIVERSITY OF BAGUIO, UPPER GEN.LUNA ROAD, BAGUIO CITY, PHILIPPINES
Associate in Computer Technology (Multimedia Web Design), October 20, 2012

Technical Skills

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|------------------------|----------------------------|
| • Java Programming 2 | • Adobe Flash Cs4 |
| • Android programming | • Adobe Dreamweaver cs5 |
| • HTML,CSS ,PHP, MySQL | • Adobe After Effects cs4 |
| • Data Processing | • Adobe Photoshop cs4, cs5 |
| • Troubleshooting | • Adobe Illustrator |
| • Drupal | • Adobe Audition |
| • Audio Editing | • Joomla |
| • Video Editing | • WordPress |
| • Microsoft Office | |

Personal Skills

- | | |
|-------------------|---------------|
| • Versatile | • Determined |
| • Adaptable | • Capable |
| • Organized | • Dependable |
| • People-oriented | • Analytical |
| • Industrious | • Cooperative |
| • Motivated | • Attentive |

Hobbies:

- Play the Drums
- Design and Edit(Photographs, Poster, Banners, Logo, T -shirts etc)
- Make Music
- Basketball

Seminars/Trainings

Seminar on Network Security

University of Baguio General Luna Road,
Baguio City September 2012

HTML 5

University of Baguio General Luna Road,
Baguio City September 2012

3D Animation

University of Baguio General Luna Road,
Baguio City August 2012

Seminar on Safety

University of Baguio General Luna Road,
Baguio City August 2012

Free/Open Source Software (FOSS)

University of Baguio General Luna Road,
Baguio City September 2012

On-the-job Trainee – Web Designer/Web Developer /Graphic Designing/Student Assistance
Management Information Systems Department
University of Baguio General Luna Road,
Baguio City June 2012 – October 2012

References:

Carlo Enrico Nicolas
Operations Sr Team Leader
Former Team Leader (G Suite by Google)
Telus International Philippines
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Andres Albelda
Operations Team Leader
Current Team Leader (G Suite by Google)
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