

Ronald Bautista

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PROFESSIONAL HISTORY

Zendesk Inc.

Technical Support Specialist Engineer | January 4, 2021 - Present

Roles and responsibilities:

- Answers technical queries, solves technical problems and suggest appropriate workarounds for any issues on the following Zendesk products:
 - Zendesk Support (Ticketing system)
 - Zendesk Talk (Telephony system)
 - Zendesk Chat (Messaging and live chat)
 - Zendesk Explore (Reporting and analytics)
 - Zendesk Guide (Knowledge Management System)
 - Zendesk Sell (Sales CRM)
 - Zendesk Apps & APIs
- Provide quick and accurate handling of support interactions through phone, messaging and email
- Offer alternative solutions when appropriate and if the issue is beyond training and scope of responsibility.
- Take technical escalations
- Collaborate within departments to address complex customer concerns

ADP Philippines Inc.

Annual Enrollment Specialist I | February 5, 2018 - December 15, 2020

Roles and responsibilities:

- Serves as the ADP Project Manager during the client's benefits open enrollment period across all ADP-related tasks and requirements; owns accountability for a client's successful open enrollment
- Complete enrollment changes in the HR & Benefits module and coordinate changes
- Coordinates and manages ADP-related resources and tasks which may include connection development and/or maintenance, enrollment training, and applicable configuration of other ADP products (e.g., payroll)
- Works closely with other Support Associates (Client Relationship Specialists, Account Managers, Implementation Consultants and Client Service Reps) during peak open enrollment season (year end) to ensure consistent client service levels
- Serve as the subject matter expert on enrollment and benefit plan set up in the HR & Benefits module
- Provide post implementation support to Relationship Managers (RM) and clients during non-peak times
- Work with all applicable ADP project teams to ensure the accuracy and overall effectiveness of the annual enrollment preparations
- Monitor assigned project tasks to ensure adherence to agreed schedules. Maintain a project queue to track assigned clients and demonstrate the ability to balance priorities and manage multiple projects simultaneously

Convergys Philippines Inc.

Team Captain Intern | July 2017 - October 2017

Mentor | January 2017 - June 2017

Customer Service Associate | July 2015 - December 2016

Roles and responsibilities:

- Assists prospective customers with product information and site navigation, as well as researches and resolves client inquiries, verbally and in writing while maintains tech support logs.
- Provides telephone and email support to end-users, financial institutions and business partners.
- Accurately processes daily financial transactions and assists with risk management and transaction trace requests.
- Coach new hires during their nesting period to aid them on their transition to production
- Serves as a Subject Matter Expert on an assigned team or assigned training class
- Handles escalated calls and emails from an assigned team
- Reviews surveyed calls and emails to understand the team's common opportunities
- Ensures that the client valued metrics are attained on a monthly basis by providing support to the teammates through one on one coaching, triads, and weekly performance reviews

CERTIFICATIONS**Zendesk Support Administrator Expert I**

Credential link: https://www.credly.com/badges/8e4f16e2-a79f-4a6a-9198-6b082aedc6bc/public_url

EDUCATIONAL BACKGROUND**AMA Computer Learning Center**

Associate Degree in Software Development | June 2013 - May 2015

CHARACTER REFERENCE: Furnished upon request