



## PROFILE

## WORK EXPERIENCE

# Gabriel John Legaspi Perez

**Date of Birth:** October 20, 1997

**Address:** 11 Brill, West Bajac-Bajac, Olongapo City 2200, Philippines

**Phone number:** +63 998 396 8745

**Email address:** [perezgabrieljohn@gmail.com](mailto:perezgabrieljohn@gmail.com)

Highly motivated Technical Escalation Specialist with a strong background in troubleshooting complex technical issues and providing effective solutions. Seeking to advance my career into a role where I can leverage the skills and knowledge acquired as a specialist and computer science graduate to develop innovative software solutions.

### Technical Escalations Specialist (Subject Matter Expert)

#### Storehub Philippines Inc.

📅 08/2021 - present 📍 MAKATI CITY, PHILIPPINES

- Attends and solves Tier 2 Hardware/Software Escalation tickets for a cloud-based POS solutions platform.
- Investigated and resolved complex technical issues by collaborating with cross-functional teams across the company.
- Developed and implemented training sessions for Tier 1 Customer Support Agents to upskill and help first contact resolution time.
- Led root cause analysis for critical incidents, identifying systemic issues and implementing preventative solutions at the same time acting as a liaison between the Customer Experience Department and Product and Engineering Team by investigating and reproducing bugs reported.
- Prepares detailed bug reports via Jira for the product team to solve.
- Supports QA Testers for hardware/software testing.
- Conducts off-site visits to merchants to troubleshoot hardware/software issues whenever required.
- Identifies hardware/software processes that can be improved through rigorous trial and error of the use cases encountered.
- Managed relationships with key partners and vendors, negotiating service level agreements and ensuring adherence to quality standards.

### Content Moderation Analyst

#### Open Access BPO

📅 07/2020 - 01/2021 📍 MAKATI CITY, PHILIPPINES

- Monitored and reviewed user-generated content on an online Q&A platform, ensuring adherence to community guidelines and company policies.
- Collaborated with cross-functional teams to identify and address emerging trends and issues related to content moderation, resulting in increased efficiency and accuracy.

### Customer Service Representative

#### Teleperformance/Telephilippines Inc

📅 03/2019 - 09/2019 📍 MAKATI CITY, PHILIPPINES

- Acts as an inbound customer service representative for a US-based telecommunications company.
- Attends and solves billing and technical concerns raised by customers over the phone.
- Attends to internal technical requests raised by the client.

### ESL (English as a Second Language) Camp Teacher

#### Keystone International Language Center

📅 07/2018 - 02/2019 📍 OLONGAPO CITY, PHILIPPINES

- Gauges the English proficiency level of students via introductory communication during the 1st day.

WORK EXPERIENCE

EDUCATION

SKILLS

- Teaches multiple aspects of the English Language such as grammar and vocabulary to foreign students.
- Prepares tests to measure the progress of the students.
- Adjusts the lesson plan according to the proficiency level reached.

Full Stack Web Development | MERN Stack  
Uplift Code Camp

01/2024 - 07/2024 UPLIFT CODE CAMP

Computer Science | Bachelor of Science in Computer Science  
Gordon College

06/2014 - 06/2018 OLONGAPO CITY, PHILIPPINES

St. Joseph College Olongapo Inc. High School Dept.

06/2010 - 03/2014 OLONGAPO CITY, PHILIPPINES

PERSONAL SKILLS

Excellent writing and communication skills.

Teaches, trains, and instructs others with knowledge learned.

Works well with others.

Willingness and eagerness to learn.

Confidently speaks in public.

Supports and motivates others.

Analyzes issues through trial and error.

TECHNICAL SKILLS

HTML Proficient	CSS Proficient	Javascript Proficient
ReactJS Proficient	TailwindCSS Proficient	NodeJS Basic
MySQL Proficient	Zendesk Advanced	Software Development Lifecycle Proficient
Testrail Basic	Intercom Advanced	JIRA Advanced
Notion Basic	Google Suite Proficient	Chargebee Proficient
Networking Basic	Postman Basic	Point of Sale (POS) hardware and software Proficient
Git/Gitlab Basic	PC Assembly and Troubleshooting Advanced	