

# Gabriel John L. Perez

Technical Escalations Specialist turned Full Stack Developer with a strong background in troubleshooting complex problems and providing effective solutions. Seeking to advance my career into a software engineering role where I can leverage the skills and knowledge acquired as a Specialist and a Full Stack Developer to create innovative software solutions.

## Work Experience

### **Technical Escalations Specialist, Storehub Philippines Inc.**

August 2021 - Present

- Attends and solves Tier 2 Hardware/Software Escalation tickets for a cloud-based POS solutions platform.
- Developed and implemented at least 2 training sessions a month for Tier 1 Customer Support Agents to upskill and help first contact resolution time and raise the departmental CSAT to above 90%.
- 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.
- Supports QA Testers for hardware/software testing.

### **Content Moderation Analyst, Open Access BPO**

July 2020 - Jan 2021

- 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**

March 2019 - Sept 2019

- Acted as an inbound customer service representative for a US-based telecommunications company.
- Attended and solved billing and technical concerns raised by customers over the phone.

### **ESL Camp Teacher, Keystone International Language Center**

July 2018 - Sep 2018 | Dec 2018 - Feb 2019

- Taught multiple aspects of the English Language such as grammar and vocabulary to foreign students.
- Conducted exams and adjusted the lesson plan according to the proficiency level reached.

## Educational Background

### **Full Stack Web Development (MERN Stack)**

Uplift Code Camp

Jan 2024 - July 2024

### **Bachelor of Science in Computer Science**

Gordon College

June 2014 - June 2018

## Contact

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## Skills

### **Technical Skills**

- HTML - Advanced
- CSS - Intermediate
- TailwindCSS - Intermediate
- JavaScript - Intermediate
- ReactJS - Intermediate
- NodeJS - Intermediate
- ExpressJS - Intermediate
- MongoDB - Intermediate
- Git - Intermediate
- JIRA - Advanced
- Postman - Advanced
- Jest - Basic
- Testrail - Basic
- Point of Sale (POS) hardware and software - Expert
- Networking - Intermediate

### **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