NORIEL CHRISTOPHER LACSINA

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Github • LinkedIn • Portfolio

SUMMARY

Detail-oriented professional with 4 years of experience in technical support, looking to transition into a programming or development role. Strong foundation in technology and development, with a commitment to continuous learning and adapting to new technologies. Knowledgeable in graphic design, blockchain, android app reverse engineering, web technologies, desktop applications, and computer hardware. Skilled at solving problems with creative solutions and eager to apply these abilities in a development role.

PROFESSIONAL EXPERIENCE

Emapta – Chewzie Pty, Ltd.   **January 2, 2023 - Present**
Technical Support Representative   **Full Time**

- **Promoter of the Year 2023**: Awarded for exceptional customer service and customer satisfaction.
- Achieved a **94%** customer satisfaction rating consistently up to the present.
- Responded to customer queries, concerns, and requests related to the Chewzie platform via emails, live chats, and calls.
- Handled and resolved **29.43%** of tickets in 2023 and a total of **25%** of all-time tickets.
- Monitored system functionalities and proactively resolved issues, including API issues, system integrations, and system log analysis.
- Managed the ticket queue using HubSpot CRM.
- Guided and educated clients on effectively utilizing the Chewzie platform.
- Troubleshot network, software, and hardware issues, improving system uptime and resulting in increased revenue and app usage.
- Collaborated with various departments as a **subject-matter expert** to develop and enhance processes for resolving customer concerns.
- Organized team meetings to train teammates on new processes.
- Trained new team members on processes and the Chewzie product, decreasing onboarding time and increasing team productivity.
- Developed and updated structured documentation of newly approved processes, ensuring they are readily available in the knowledge base.
- Liaised with different departments, including Customer Success for escalations, Sales for potential leads, and the Development team for feature requests, incident management, and bug fixes.

Customer Success Manager   **Present**

- Managed customer success for key accounts, ensuring clients maximized the functionalities of the Chewzie platform to improve revenue.
- Retained and improved total payment volume (TPV), revenue, and app usage, maintaining metrics above **98%** from previous months.
- Built and maintained strong relationships with key accounts and stakeholders, serving as the main point of contact.

- Conducted proactive checks with customers to ensure adequate support and focus on customer retention.
- Executed cross-selling and upselling strategies to increase client value and revenue.
- Handled escalations and customer dissatisfaction to deescalate situations and retain customers.
- Collaborated with sales, marketing, product, and support teams to ensure a cohesive approach to customer success.
- Monitored customer usage and engagement, identifying trends and opportunities for improvement.
- Collected and analyzed customer feedback, acting as an advocate within the company.
- Managed contract renewals and worked to prevent churn.

DBPSC - Intellectual Property Office Of The Philippines   **August 2022 – December 2022**
Technical Administrator   **Contractual**

- Collaborated with various government sectors and communities, e.g., the Department of Information and Communications Technology, the Department of Justice Office for Alternative Dispute Resolution, and the Blockchain Community, to organize events as part of a memorandum of understanding.
- Managed the procurement of equipment, venues, and catering for events organized by IP Academy.
- Ensured all documents adhered to the Commission on Audit standards.
- Processed and maintained necessary documentation for event organization, ensuring smooth execution and compliance.
- Handled all technology-related tasks for the IP Academy.
- Operated Zoom and Facebook livestreams for onsite hybrid events.
- Documented events through video recordings and photography, serving as the cameraman for various activities.
- Designed and created publication materials using Photoshop and Canva, and developed PowerPoint presentations for events and programs.

Global Payments – Xenial,Sicom POS   **July 2019 – December 2021**
Technical Support Representative - Software Department   **Full Time**

- Answered customer calls and documented their concerns accurately in **Salesforce** CRM.
- Troubleshoot Point of Sale (POS) systems using Linux scripts and SQL queries.
- Used Jumpbox tunneling through SSH to access and support customer Linux computers.
- Ensured database integrity by executing **SQL** queries and **Linux** scripts.
- Provided support via the command-line interface to resolve technical issues.
- Assisted customers with software updates, installations, and configurations.
- Conducted remote diagnostics and guided customers through problem-solving steps.
- Collaborated with the development team to identify and resolve software bugs.
- Monitored system performance and escalated complex issues to senior technicians or developers as needed.

The Results CX – Sprint Telesales   **July 2018 - December 2018**
Customer Service Representative   **Seasonal**

- Acted as a sales agent, selling phones and data lines to customers.
- Consistently achieved top sales performance, recognized as the Top Sales Agent for Sprint Telesales for 4 months.
- Assisted customers in selecting the right phone to meet their needs.
- Helped customers find the best data, call, and text plans to fit their usage and budget.
- Provided detailed information about product features, benefits, and promotions.
- Handled customer inquiries, complaints, and issues, ensuring high levels of customer satisfaction.
- Processed sales transactions and managed customer accounts using CRM software.
- Conducted follow-up calls to ensure customer satisfaction and encourage repeat business.
- Collaborated with team members to achieve sales targets and improve customer service strategies.
- Participated in training sessions to stay updated on new products and sales techniques.

EDUCATION

Laguna State Polytechnic University   **2015 - June 2019**
Bachelor of Science in Information Technology

- Capstone Project: Pinagdanlayan Rural Improvement Microfinance Cooperative Management System - Created using .NET framework and Mysql
- Participant in the Best Thesis Competition - College of Computer Studies San Pablo Campus

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CERTIFICATION,
EXTRACURRICULAR ACTIVITIES & SKILLS

Civil Service Examination Passer - Professional	August 2019
President of College of Computer Studies - LSPU	2016
Vice-President of Semicolon Club - LSPU	2017
Student Council Representative - CCS	2016
Stocks and Crypto Trading	2021 - 2022
Pre School Teaching	2015
Porting and Creating Custom ROMs Mediatek6570	2013 - 2015
Real Estate & Rental Management	2022 - Present
Computer Technician	2016 - Present

Language: CEFR - Level 2 C2 English advanced/mastery, Filipino

Technical Skills:

- XML & Smali, APKtool, C++, Visual Basic, SQL, Java, HTML & CSS, Javascript, Bootstrap, Android Studio, Kotlin, Blockchain Smart Contracts, Reactjs, Node.js, Express, Git and Github, Firebase, Redhat, Ubuntu, and Arch Linux, CLI scripting.
- Adobe Photoshop, Adobe Illustrator, Adobe XD, Canva, Figma, MS Office, Totango, Notion, Clickup.
- Wix, Webflow, Square Space, Framer, Shopify.
- Photography, Intellectual Property Law.
- Hubspot, Salesforce.