



LOUIE NIKKO GO

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Summary

Dynamic and results-oriented professional with a proven track record of success at Concentrix, where I utilized technical support expertise to optimize system performance and elevate customer satisfaction. Recognized for exceptional problem-solving capabilities and outstanding customer service, contributing to enhanced team productivity and stronger client relationships.

Skills

- Technical support experience
- Python Programming
- C++ programming
- MySQL database management
- Customer service
- Basic network and security knowledge
- Microsoft PowerPoint, Excel, and Word (Intermediate)
- Web app development

Experience

Pizza Hut | Toronto, Ontario

Dough Maker

01/2023 - 08/2024

- Prepared fresh, high-quality dough by accurately following recipes and maintaining cleanliness and food safety standards.
- Maintained a clean, organized work area at all times and encouraged similar dedication in team members to maximize group efficiency.

Classic Sleepcare and Healthscope |
San Juan, Philippines

Patient Service Representative

10/2021 - 08/2022

- Addressed patient inquiries and concerns, resolving issues in a timely and empathetic manner.
- Provided customer service by answering patient questions and addressing concerns.

Concentrix | Quezon City, Philippines

Technical Support Representative

01/2018 - 09/2021

- Handled customer service issues by providing guidance or escalating for advanced support.
- Diagnosed system errors and implemented solutions to resolve them.
- Evaluated software or hardware to recommend improvements or upgrades.
- Utilized remote access tools to connect remotely with customers' systems when necessary.

Education and Training

Centennial College | Scarborough, ON

Advance Diploma in Health Informatics

08/2024

AMA Computer College | Manila, Philippines

Bachelor of Science in Information Technology

04/2014