

Giordano Mariano Tubeo

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Employment History:



Fintech Support Analyst (TaskUs)

May 2023 - Present

- Provided customer support for peer-to-peer payments inquiries through chat and email.
- Analyzed patterns of whether an account is associated with a fraudulent transaction or violates policy and disables or reenables accounts that meet the criteria to prevent losses.
- Created and maintained interactive live dashboards that have auto-generated reports for daily, weekly and monthly data trends and patterns.



Content Moderator (TaskUs)

Jan 2023 - May 2023

- Labeled an average of three hundred social media contents daily based on an existing policy to protect product users from malicious contents and make the platform's environment safe.



Technical Support Representative (Harte Hanks)

Apr 2022 - Sep 2022

- Troubleshoot customers' devices over the phone based on the issues they are experiencing and provide in or out-of-warranty options to provide a positive after-sales support experience.



Customer Service Representative (Concentrix)

Oct 2021 - Jan 2022

- Provided a positive experience by assisting customers via phone and chat with inquiries regarding products, orders, returns, and resolving any related issues they may have.



Customer Service Representative (Alorica)

May 2021 - Oct 2021

- Assisted customers with questions about products, orders, payments, and more.



Contact Center Associate (GICF, Inc)

Nov 2020 - Feb 2021

- Handled customer order inquiries via email and chat. Additionally, upsells an average of five eligible products daily to inbound customers to increase the company's sales.

Education:



AMA Computer Learning Center Antipolo

Jun 2018 - Mar 2020

Senior High School Diploma, ICT (JAVA Programming)

Certification:



Google Data Analytics Professional Certificate



Taskus Data Science Preparatory Academy

Skills:

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|--------------------|-----------------------|-----------|
| • Customer Service | • Data Cleansing | • GSuite |
| • Troubleshooting | • Data Transformation | • Tableau |
| • Fraud Prevention | • Data Analysis | • Java |
| • Fraud Detection | • Data Visualization | • SQL |