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**Joseph**

E-mail Address: joseph.258193@2freemail.com

Contact Number: C/o 0505891826

**OBJECTIVE**

To seek a full-time challenging position that would give me a rewarding experience and an opportunity to contribute to the growth of the organization with my skills, knowledge and experience.

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| **PERSONAL INFORMATION** |

Age : 29 years old

Date of Birth : 26th September 1986

Nationality : Filipino

Gender : Male

Marital Status : Single

Availability : Immediate

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| **WORK EXPERIENCE**  |

**AGGASYS SOLUTIONS, SINGAPORE PTE LTD ADMIN SUPERVISOR**

(Dell Singapore Service Provider) Nov 28 2011 to Mar 3, 2014

40 Jalan Pemimpin #04-09

Tat Ann Building Singapore 577185

* Oversee projects and monitor day to day operation of the company.
* Distributing work load evenly and making sure team’s performance level are maintained.
* Provide excellent service experience to customers through phone by handling customer complaints and scheduling of service appointments.
* Maintain and provide periodic progress report and feedback to the manager.
* Answer engineer queries about server installation, procedure and customer information.
* Coordinate with various staff for operational support activities of the unit; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.

**IZONE TECHNOLOGIES LEVEL 2 TECHNICAL SUPPORT REPRESENTATIVE**

Help Gurus USA *July 2011 to October 2011*

Emerald Avenue, Manila Philippines

* Provide complete diagnosis of any technical problem with a comprehensive solution, including repair, updates and optimization of customer’s computer, software and/or peripherals.
* Remove viruses and protect customer’s computer against malware, spyware and other aggressive and malicious online attacks.
* Audit security settings, configure anti-virus and anti-spyware applications, scan pc and quarantine viruses.

**SYNNEX – CONCENTRIX** **TECHNICAL SUPPORT REPRESENTATIVE**

Dish Network USA *June 2010 to March 2011*

Eastwood City, Manila Philippines

* Provide effective and consistent technical support for cable subscribers.
* Interact with customers; provide program information, rules, regulations, and procedures.
* Explain the breakdown of their monthly bill, receive complaints and provide resolution for disputes.

**WNS GLOBAL SERVICES**  **LOYALTY AND RETENTION OFFICER**

WNS Global Services *June 15, 2009- April 26, 2010*

T-Mobile UK

Araneta Center, Manila Philippines

* Retaining member who wants to cancel service by providing the importance of the product and services and offering competitive plans.
* Completed training for customer retention.
* Support mobile phone, mobile broadband and retention calls.
* Deliver world class customer service and build customer satisfaction and loyalty.
* Provide effective and timely resolution of a range of customer enquiries.
* Strive for first call resolution of customer issues.
* Complete ongoing training to stay abreast of product, service and policy changes.
* Increase the customer experience by providing information on new products, price plans, and services that suit their needs.

**ICT MARKETING SERVICES CUSTOMER SERVICE REPRESENTATIVE** Virgin Mobile USA *Sept 17, 2007- April 2009*

Marikina City, Manila Philippines

* Perform exceptional customer service and provide customer satisfaction at all times by receiving and responding to telephone inquiries, complaints and other concerns.
* Handles mobile phone and broadband queries, troubleshooting handsets, explaining bill, product and services.
* Provide solution for call disputes.

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| **ACHIEVEMENTS RECEIVED** |

**Batch Topper Product Training at WNS Global Services**

August 14, 2009

**Customer Champion Award for Best Customer Service for the Month of September**

October 18, 2009

**Customer Champion Award for Best Customer Service for the Month of October**

November 12, 2009

**CERTIFICATION OF COMPLETION**

Completed World Class Customer Service Training for below company:

ICT Marketing Services – October 2007

WNS Global Services – August 2009

Synnex-Concentrix – July 2010

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| **EDUCATIONAL BACKGROUND** |

**College** Bachelor of Science in Legal Management

SY 2003 – 2005 San Beda College – Manila

 Manila, Philippines

**Secondary**  Roosevelt College

SY 1999 – 2003 Quezon City, Philippines

**Primary** Pura V. Kalaw Elementary School

SY 1991 – 1999 Quezon City, Philippines