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|  |  | alexis alai M Divina |
| Profile Technical Customer Service Specialist with the capacity to quickly learn and synthesize new networking a variety of platforms seeking to bring outstanding technical knowledge to rapidly growing startups.  Sr. SME for 5 year in both customer service and technical troubleshooting. Contact PHONE:  + 639 05 449 5335  + 639 19 087 2577  EMAIL:  [Alexis.manalang@yahoo.com](mailto:Alexis.manalang@yahoo.com)  Alexismanalang22@yahoo.com |  | EDUCATIONRizal High School June 2003 to March 2007 WORK EXPERIENCE **SR. SME • CONCENTRIX • JULY 2013 – June 2023**  **MICROSOFT XBOX – SEPTEMBER 2018 to Nov 2022**   * Provides base level Account Specific Settings * Identify and solves technical issues with a variety of diagnostic tools * Worked closely with team members to meet or exceed all customer service requirements.   **HTC – AUGUST 2017 TO SEPTEMBER 2018**   * Performs basic troubleshooting steps for smartphone issues * Set up repair and replacement exchange * Provides solutions via chat, email or phone   **DISH – JULY 2013 TO AUGUST 2017**   * Performs basic troubleshooting steps to determine the root cause of the issue. * Identify and explains billing scenarios * Set up technician visits as part of next level support   **TECHNICAL SUPPORT • TELEPERFORMANCE • JULY 2012 – JULY 2013** SKILLS  * Basic to Intermediate Knowledge in Excel, Word, PowerPoint, Gmail and Google Calendar * Flexible to support clients via chat, email or phone |