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|  |  | alexis alai M Divina |
| ProfileTechnical 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.ContactPHONE:+ 639 05 449 5335+ 639 19 087 2577EMAIL:Alexis.manalang@yahoo.comAlexismanalang22@yahoo.com |  | EDUCATIONRizal High SchoolJune 2003 to March 2007WORK 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
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