

# IVAN MARK MENDEZ

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www.ivanmm.online

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**SUMMARY** Results-driven professional skilled in telemarketing, customer service, and web development. Proficient in WordPress, Elementor, and WooCommerce, with expertise in website development, e-commerce solutions, and high-volume client support. Adaptable and focused on enhancing user experience and optimizing performance

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## WORK EXPERIENCE

### TELEMARKETER - GABTECH GLOBAL LLC.

Sept 2023 - Feb 2025

- Schedule appointments and manage calendars
- Coordinate student appointments, consultations, and follow-ups for scholarship
- Asked pre-qualifying questions to determine eligibility for various scholarship program
- Managed simultaneous calls, ensuring efficient handling of multiple inquiries

### AI Telephony Specialist - Core Business Solutions, LLC

Dec 2021 - Aug 2023

- Integrate AI technologies (NLP, speech-to-text, text-to-speech, etc.) into telephony systems, including dialers, IVR, and contact center platforms.
- Optimize conversational flows to ensure natural, efficient, and user-friendly interactions.
- Integrates API and CHATGPT-4.

### CSR AT&T TELECOMMUNICATIONS - VXi Global

Feb 2020- Nov 2021

- Managed high-volume inbound calls, providing support for billing & Sales, accounts, and troubleshooting.
- troubleshoot mobility, internet and DirectTV.

### Technician - ASUS repair service center

Jan 2018 - Jan 2020

- Inspect, diagnose, and troubleshoot issues with electronic devices, PC, Laptop and Phones
  - Perform repairs, replacements, or upgrades of faulty components, ensuring devices are restored to optimal functionality
  - Test repaired devices to ensure they meet quality and safety standards before returning them to customers
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## EDUCATION

Associate in Hotel & Restaurant Management  
BS Information Technology  
Colegio De La Ciudad De Zamboanga

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## REFERENCES

Jonald Reyes

**IT Operations Manager**

Core Business Solutions LLC  
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Seymour Basbas

**Team Leader**

Gabtech Global LLC  
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**Account Associate**

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# OTHER WORK EXPERIENCE

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## WORK EXPERIENCE

### Web developer - Freelance

- Design, develop, and maintain WordPress websites using Elementor and other page builders
- Customize WordPress themes and plugins to meet client requirements and brand guidelines.
- Optimize website speed, performance, and scalability.