

JAIRUS CHRISTOPHER ALFONSO

CONTACT



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SKILLS

Basic Computer Literacy

EDUCATION

Senior High School Completer (Technical Vocational-Food and Beverage Services)

**BIÑAN CITY SENIOR HIGH
SCHOOL-TIMBAO CAMPUS**

2021-2022

INFORMATION

Birthdate: July 1,1998

Hobbies: Playing Online games,Bike Strolling

PROFILE

I'am a person who is willing to learn new things,committed and has passion on what I'm doing.Can do multitask and a trustworthy employee,People oriented person.

WORK EXPERIENCE

Technical Support Representative

Ibex Global (June 2022- July 2023)

- I handle an estimate of 30 inbound calls a day.
- I assist customers with internet and telephone concerns.
- I do remote troubleshooting and walk through customers to manual troubleshooting such as rebooting the modem, unplugging the telephone from the base unit, plugging a corded telephone to the junction box.
- I also create repair ticket if such troubleshooting has not made any difference to the service.
- (where the repair technician will be dispatched in order to see and fix the issue physically).
- Collaboration with other departments such as customer service is another thing in which we discuss the billing adjustment or credit for the customer's account for not having a service in certain days.