



John Mark Alumia

I want to excel in this field with hard work, perseverance and dedication. I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth. I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

Contact

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Villa Barilea 1, Cadiz City,
Negros Occidental, Philippines

Education

- **Technological University of the Philippines- Visayas**
Bachelor of Science major in Electronics and Communications Technology
Completed 2015
- **Technological University of the Philippines- Visayas**
Bachelor of Science major in Electronics and Communications Engineering
Completed 2017
- **Cebu Technological University**
Diploma for Professional Education
Completed 2021

Skill

- Customer Handling
- Communication
- IT Skills
- Critical Thinking
- Engineering
- Analytical
- Account Management
- Time Management
- Adaptability
- Teamwork

Work Experience

- August 2024 - Present
SpectrumVoIP | Plano, Texas, USA
NOC Engineer Tier 1/ VoIP Analyst
Analyzing existing VoIP networks and computer systems. Developing architecture plans for voice and data services. Installing network hardware modules including IP and PBX communication servers. Designing and implementing VoIP systems.
- 2021-2022
Globe Telecom | Cebu City, Cebu, Philippines
Telecommunications Engineer
Designing and overseeing the installation of telecommunications equipment and facilities, such as complex electronic switching system, and other plain old telephone service facilities, optical fiber cabling, IP networks, and microwave transmission systems.
- 2019-2021
Charter Communications/Concentrix | Cebu City, Cebu
Technical Support Analyst
Provide adequate technical assistance and answer user inquiries promptly. Troubleshoot and diagnose hardware and software issues. Identify and implement appropriate hardware and software solutions. Resolve network issues and conduct electrical safety checks on equipment.
- 2018-2019
Iqor Philippines | Bacolod City, Negros Occidental
Customer Service Representative
Help customers understand the products and services being offered by a company. Answer inquiries by phone, e-mail, web chat, or social media. Handles concerns, complaints, or other issues.

Application/ Software

- CRM / CRM HubSpot
- ZenDesk
- Quick Assist, AnyDesk
- Stratus
- Google Calendar
- NMS
- Microsoft Office
- Canva