



JONATHAN QUIÑONES

Technical Support Representative |
Bookkeeper | Data Annotation Specialist

About Me

I am a dedicated Technical Support and Customer Support Representative with over 3 years of helping customers and solving technical issues. I focus on troubleshooting hardware and software problems, walking users through solutions, and handling multiple inquiries at once while staying friendly and professional.

CONTACTS



+639058493705



jonathanquiones24@gmail.com



Lumbo Bukidnon, Philippines

EDUCATION

Central Mindanao University

Bachelor of Secondary Education
Major in Mathematics
2014-2018

Central Mindanao University

Bachelor of Science in Accountancy
2012-2013

LANGUAGE

- ENGLISH
- TAGALOG
- VERNACULAR

EXPERIENCE

Technical Support Representative 24 BPO

June 2023 - April 2025

- Resolved customer inquiries and technical issues for AOSU and DEKCO cameras via phone, email, and chat.
- Assisted with camera setup, troubleshooting connectivity, and optimizing features like motion detection and cloud storage.
- Documented cases in CRM systems and provided feedback to improve products and reduce recurring issues.
- Create and update technical documentation, including FAQs, user guides, and troubleshooting tips.

Customer Service Representative Teleperformance (T-Mobile Account)

2022 - 2023

- Service issue: calls, text, and internet
- This role involves engaging with customers to provide information about products and services, address their inquiries, and manage and resolve complaints effectively.
- Provided technical support for T-Mobile customers, assisting with issues related to mobile devices, network connectivity, and account management.
- Collaborated with team members and supervisors to share knowledge and best practices, contributing to continuous improvement in service quality.

SKILLS

• HARD SKILLS

1. Troubleshooting hardware and software issues
2. Phone Support
3. Email Support
4. Chat Support
5. Data Entry
6. Email Management
7. Photo Editing
8. Bookkeeping

• SOFT SKILLS

1. Customer Service
2. Communication Skills
3. Attention to detail
4. Problem-Solving
5. Teamwork
6. Time Management

• TOOLS

1. Canva
2. Google Suite
3. Google Drive
4. Microsoft Office
5. Discord
6. Slack
7. Dropbox
8. QuickBooks
9. Lark
10. LiveAgent

Bookkeeper

E-commerce Small Business

(working with local clients/part-time)

2024 - 2025

- Monitor accounts receivable and accounts payable, processing invoices, payments, and refunds in a timely manner to maintain positive cash flow.
- Maintain general ledger entries, reconcile bank and prepare financial statements on a monthly basis.

Data Annotation Specialist

(Remotasks Platform)

2020 - 2022

- Completed data annotation tasks with a high level of accuracy and attention to detail.
- Utilized Remotasks platform to annotate various types of data, including images, videos, and text.

Junior and Senior High School Teacher

(School of the Morning Star)

2018 - 2020

- Effectively managed classroom behavior
- Provided individualized support and guidance to students.
- Conducted regular assessments to evaluate student progress.
- Collaborated with colleagues to develop and align curriculum materials.
- Utilized a variety of teaching strategies, including hands-on activities, group work, and multimedia resources.
- Developed and implemented engaging lesson plans that catered to diverse learning styles and abilities.