



JOVI MAY MALONZO

Technical Customer Support & Logistics Specialist

[CONTACT ME](#)

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Connectivity: 445 Mbps Fiber (Primary) | 100 Mbps Fiber (Backup)

PROFESSIONAL PROFILE

Highly organized Support Professional with 12+ years of experience in Technical Customer Support, E-commerce Logistics, and Order Fulfillment. Proven expertise in resolving complex inquiries using Salesforce, Jira, and Microsoft Dynamics 365. Adept at managing end-to-end order life-cycles, from initial customer inquiry to final delivery tracking and logistics coordination. Committed to long-term growth and providing a "customer-first" experience through clear documentation and SOP usage.

CORE SKILLS & COMPETENCIES

- **Customer Support:** Multichannel support (Email, Phone, Social), de-escalating frustrated customers, and managing sensitive cases.
- **Logistics & Order Support:** Reviewing shipment status, handling delivery exceptions, and resolving order discrepancies (Sales/Purchase Orders).
- **Technical Troubleshooting:** Root Cause Analysis (RCA), documenting bugs in Jira, and using Confluence for internal knowledge bases.
- **Software Proficiency:** Microsoft Dynamics 365 Business Central, Salesforce, Jira, Miro, and Shopify-adjacent workflows.
- **Operational Excellence:** 100% data integrity in regulated environments and 8-hour interval status updates for global stakeholders.

PROFESSIONAL EXPERIENCE

ERP ADMIN ASSISTANT | HEQS SHIPPING LTD (MOST RELEVANT)

SEPT 2024 – DEC 2025; (End of Contract)

- **High-Volume Peak Performance:** Successfully managed a 150% increase in transaction volume during the Black Friday peak, processing and posting 200+ Sales Orders (SOs) daily (compared to a 70-90 average) while maintaining standard PO and Transfer Order workflows.
- **Operational Commendation:** Received direct recognition from the Director and Manager for maintaining seamless profit flow and data accuracy during high-pressure holiday sales periods.
- **High-Volume Inventory Reporting:** Developed and managed comprehensive stocktake and inventory reports for over 10,000+ active SKUs by extracting and processing raw data from Business Central (BC).
- **Order Management:** Verified Sales, Purchase, and Transfer Orders within Business Central to ensure multi-state (QLD, NSW, VIC) inventory accuracy.
- **Supplier Liaison:** Coordinated with logistics partners and warehouse teams (QLD, NSW, VIC) to update delivery timelines and resolve shipping delays.

OWNER & OPERATOR | CAFÉ DE FUEL

NOV 2025 – PRESENT

- **Consumer Support:** Serve as the primary point of contact for customer inquiries, managing product feedback and service recovery.
- **Inventory & Sourcing:** Manage end-to-end supply chain, vendor sourcing, and cost-tracking for a local consumer-facing business.

SYSTEMS SUPPORT ANALYST (L3/SME/Team Lead) | IQVIA

OCT 2017 – SEPT 2024; (Left due to working setup - Hybrid to fully remote)

- **Leadership & Supervision:** Promoted to SME / Team Lead, assisting the Manager in supervising a team of 30 support professionals and acting as the primary point of escalation.
- **Quality Assurance & Coaching:** Collaborated with the Quality Analyst to conduct case evaluations, audits, and performance coaching to ensure team-wide excellence and adherence to GxP standards.
- **Complex Case Ownership:** Managed global technical support for clinical data systems, resolving high-impact technical issues while ensuring strict Data Privacy compliance.
- **Stakeholder Communication:** Provided professional, timely status updates (8-hour intervals) to global stakeholders during high-urgency system outages and critical issues.
- **Process Improvement:** Authored and maintained internal documentation and SOPs in Confluence to standardize troubleshooting steps, significantly improving team response times.

IT TECHNICIAN/OPERATIONS

2012 – 2017

- **IT Operations:** Orchestrated comprehensive technical operations spanning from hardware diagnostics and component-level repair to enterprise-level software deployment.
- **Telecommunications:** Managed full lifecycle of server configurations and Tier 2 support for complex mobile ecosystems and telecommunications infrastructure.

TECHNICAL TOOLS & EDUCATION

Relevant Certifications & Training

- **Software:** MS Office (Expert Excel/Word), Business Central, Salesforce, Jira, Miro.
- **Automation:** Zapier, Google Apps Script, AI-integrated workflow optimization.
- **Education:** Associate Degree in Computer Technology | Oxfordian Colleges of Dasmariñas.