

# MARK ANTHONY ESPINA



## CONTACT

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## SKILLS

- Google Suite
- Analytical skills
- Content management
- Time Management
- Photoshop
- Email Management
- Critical Thinking
- Microsoft office
- Multitasking Abilities

## LANGUAGES

- English
- Filipino

## REFERENCE

**TaskUs | Supervisor**  
**Ariel Reyta**  
Phone: 09060283839

**Genpact | Supervisor**  
**Arjay Olavario**  
Phone: 09065679973



## PROFILE

Highly organized with the ability to remain professional and calm in all situations and rise to a challenge. Self-motivated, I possess excellent time management skills and can work well in a team environment. Customer-focused and highly adaptable professional with strong communication and problem-solving skills. Experience in handling inbound and outbound calls, resolving customer concerns, and delivering high-quality service.



## EDUCATION

**Associate in Computer and Technology** 2009 - 2010  
Sytsem Technology Institute | Dasmariñas



## WORK EXPERIENCE

**TaskUs** May 2025 - January 2026  
Content Moderator

- Reviewed and evaluated user-generated content—including text, images, videos, and other media—to ensure compliance with platform policies and community guidelines. Enforced content standards by identifying and addressing violations, maintaining the integrity and safety of the platform. Contributed to the continuous improvement of moderation processes by supporting the development and refinement of content guidelines.

**Genpact** February 2022 - January 2025  
Process Associate / Transaction Monitoring Analyst

- Performed comprehensive, risk-based investigations on transaction monitoring alerts and cases of varying complexity, identifying activities potentially linked to money laundering, terrorist financing, or other suspicious behavior. Evaluated transaction patterns in the context of customer profiles and counterparties, conducting independent background research to validate findings and support decision-making.
- Played a key role in strengthening organizational risk management by delivering actionable insights from transaction monitoring activities, enabling more informed risk assessments and proactive mitigation of emerging financial crime threats.



## WORK EXPERIENCE

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### PSG Global Solutions

July 2021 - January 2022

#### Talent Acquisition

- Supported talent acquisition initiatives by conducting interviews and assessing candidates for suitability across various roles. Sourced qualified applicants through job boards, applicant tracking systems, and company websites, while proactively engaging passive candidates via phone, email, and relationship-building efforts to expand the talent pipeline.
- Conducted pre-assessment calls to verify candidate qualifications, availability, and compensation expectations. Maintained accurate and organized candidate records, tracking activities, opportunities, and references. Prepared end-of-day reports summarizing productivity, pipeline status, and recruitment outcomes.

### IQOR Philippines

July 2018 - April 2021

#### Technical Support Representative

- Delivered high-quality technical support in a fast-paced BPO environment, resolving customer concerns with efficiency and professionalism.
- Diagnosed and resolved complex hardware and software issues using structured troubleshooting techniques, improving first-call resolution rates.
- Provided remote support to customers, guiding them through step-by-step solutions while maintaining excellent communication and customer satisfaction.
- Consistently met and exceeded service level agreements (SLAs), ensuring timely resolution of technical issues.
- Managed escalations and high-volume customer interactions with composure, turning challenging situations into positive customer experiences.
- Recognized as a Subject Matter Expert (SME), supporting onboarding and training of new hires to ensure service quality and process adherence.
- Handled supervisor-level escalation calls and provided real-time support to trainees, reinforcing best practices in customer service and technical troubleshooting.

### Convergys

March 2016 - July 2018

#### Technical Support Specialist

- Improved customer satisfaction by efficiently diagnosing and resolving technical issues, delivering prompt and effective support.
- Troubleshoot networking problems, including connectivity disruptions, slow performance, and complete outages, restoring service functionality quickly.
- Partnered with cross-functional teams to resolve complex technical challenges, enhancing operational efficiency and process effectiveness.

### IQOR Philippines

January 2015 - January 2016

#### Customer Service Representative

- Delivered exceptional customer service, resolving inquiries and complaints efficiently while maintaining high satisfaction levels.
- Maintained composure and professionalism during challenging interactions, transforming potential conflicts into positive outcomes.
- Supported training and on-boarding of new hires by sharing best practices and demonstrating customer service excellence.

### EQ! Global Solutions

June 2015 - December 2015

#### Medical Scribe

- Accurately document patient histories, physical exams, assessments, and treatment plans in the electronic Medical record (EMR) as dictated by the healthcare provider.
- Ensure documentation meets legal, ethical, and regulatory standards.
- Maintain patient confidentiality in accordance with HIPAA and institutional policies.