

# Mark Anthony M. Dineros

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A dedicated individual eager to pursue a position offering professional growth and challenges. I aim to contribute to an organization where I can expand my knowledge, refine my skills, and collaborate effectively towards achieving shared objectives.

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## EXPERIENCE

### Teleperformance:

Mar 2019 - Jan 2020

#### **Customer Service Representative:**

Respond to incoming calls from customers, addressing orders, inquiries, questions, complaints, troubleshooting issues, and offering information as needed.

### Alorica:

Nov 2020 - Sep 2021

#### **Technical Support Specialist:**

Interpret, educate, and enforce departmental policies and procedures. Resolve and troubleshoot computer system and application issues. Deliver comprehensive customer service related to billing inquiries. Manage a variety of customer feedback, inquiries, and complaints with courtesy and professionalism.

### Concentrix:

Dec 2021 – July 2022

#### **Customer Service Representative:**

Coordinates appointments between sales personnel and potential clients, prioritizing essential meetings for inspectors. Assists customers with inquiries and concerns, provides information on products and services, processes orders, and facilitates returns.

### TDCX

Oct 2022 – Feb 2023

Customer service specialist

Multi channel support. Provide assistance to advertisers, troubleshoot service issues and analyze data for the clients.

#### Envu07

Jan 2022 – Jun 2022

#### **Part-time General Virtual assistant**

Perform various administrative tasks, including answering emails, scheduling meetings and making travel arrangements. EBay product listing and product sourcing.

#### Telus international:

Mar 2023 – May 2024

#### **Network support/ Back office representative**

Extensive experience in telecommunications and home services, including network troubleshooting, fiber provisioning, copper troubleshooting, copper home phone provisioning, Android TV troubleshooting, and home security setup.

### **EDUCATION**

STI GLOBAL CITY - BSIT

### **SKILLS**

- Customer Experience
- Network Troubleshooting
- Online Support
- Email troubleshooting
- Fiber troubleshooting
- Number porting
- Service provisioning
- eBay product listing
- VOIP troubleshooting
- Adobe Photoshop
- Canva
- Microsoft office
- Sales
- CRM
- Command set configuration
- Technical support specialist.
- TV service configuration

### **REFERENCE**

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