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| **Alfred Dennis Gabay** | **Contact:** (+63)956-832-0837  **Email:** aldengabay@gmail.com  **Address:** Blk 5 Lot 12 Petunia St. Residencia Regina Ph.2B Loma de Gato, Marilao, Bulacan |

**Objective**: A highly motivated and detail-oriented professional with extensive experience in technical support, customer service, and administrative roles. Seeking a challenging position where I can leverage my expertise in troubleshooting, sales, and virtual assistance to enhance operational efficiency and customer satisfaction. With a solid background in IT support, call transcription, content creation, and task management, I aim to contribute to the growth and success of an innovative organization while further developing my skills in a dynamic work environment.

**Skills**:

* **Technical Support Expertise:** Skilled in troubleshooting hardware and software issues, providing Level 1 and Level 2 support across industries.
* **Customer Service Excellence:** Experienced in delivering high-quality service via phone, email, and chat, ensuring customer satisfaction and issue resolution.
* **Problem Solving:** Quick to identify technical problems and deliver timely solutions to maintain smooth operations.
* **Sales and Upselling:** Able to promote and cross-sell products, enhancing customer satisfaction and business growth.
* **Time Management:** Effectively prioritizes tasks to meet deadlines and customer needs.
* **Team Collaboration:** Works well in teams to achieve shared goals and support customers.
* **Data Entry:** Accurate in tasks like order processing and record-keeping, using tools like NetSuite.
* **Content Creation:** Experienced in creating and updating content on WordPress websites and knowledge bases.
* **Virtual Assistance:** Manages administrative tasks like scheduling, webinar recording, and customer surveys to streamline operations.
* Call Transcription: Proficient in transcribing calls with tools like Turboscribe for accurate records.
* **IT Systems Knowledge:** Familiar with troubleshooting virtual machines, MS Office, network issues, and system synchronization.
* **SEO Knowledge:** Understands basic SEO principles for optimizing web content.
* **Communication Skills:** Strong written and verbal communication skills, able to explain technical information to non-technical users.
* **CRM & ERP Systems:** Experienced with CRM and ERP systems like NetSuite for customer data and order management.
* **Multitasking:** Efficiently handles multiple responsibilities without sacrificing quality.
* **Attention to Detail:** High focus on accuracy in data entry, troubleshooting, and customer interactions.

**Professional Experience:**

* **Virtual Assistant, BTPI**  
  November 2023 – November 2024  
  Providing technical support to customers for wired and wireless headsets via phone and email, processing sales orders through NetSuite, and creating knowledge base articles for our website using WordPress,
* **Virtual Assistant, CF Trimlight**  
  February 2020 – March 2023  
  Managed administrative tasks including skip tracing, recording webinars, customer surveys, and scheduling. Enhanced operational efficiency and client engagement through effective communication and organizational skills. Listening to and transcribing all calls using the Turboscribe website.
* **IT Service Desk, Wipro**  
  June 2018 – February 2020  
  Provided comprehensive IT support to Abbott employees, ensuring seamless operation of virtual machines, MS Office applications, and resolving password synchronization issues. Excelled in both telephonic and email support, efficiently managing backlog tickets for timely issue resolution.
* **Technical Support and Sales (Level 1), VXI**  
  July 2017 – January 2018  
  Assisted Comcast customers with internet connectivity issues and promoted additional services, achieving high customer satisfaction rates through expert troubleshooting and sales tactics.
* **Technical Support (Level 1 and Level 2), Convergys**  
  March 2015 – March 2017  
  Delivered superior technical support for HP and Telstra products, including printer troubleshooting and network issue resolution, enhancing customer experience through technical expertise and problem-solving.
* **Customer Service Representative, Teleperformance**  
  September 2014 – February 2015  
  Managed logistics and customer inquiries for Toll priority, ensuring timely and accurate delivery of parcels and adherence to shipping guidelines.
* **Billing Representative and Sales, Teletech**  
  May 2012 – September 2014  
  Addressed billing inquiries and processed transactions for Comcast customers while effectively cross-selling telecommunications packages.

**Educational Background:**

* BS Computer Engineering, AMA Computer University
* High School Diploma, Sto. Niño High School
* Elementary Education, Saint Francis College