



WORK EXPERIENCE

SENIOR TECHNICAL SUPPORT REPRESENTATIVE

Foundever | Oct 2021 - Present (3 years)

- Handles technical and billing support for an internet service provider, assists customers with installation, repair, and troubleshooting while maintaining high satisfaction scores.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Concentrix - Sep 2021 (4 years, 6 months)

- Provided inbound/outbound customer service, including billing, collections, and payment arrangements for a telecommunications account.

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance (1 year, 11 months)

- Assisted customers with billing inquiries, payments, and troubleshooting, ensuring accurate information and customer satisfaction.

SKILLS/AREAS OF EXPERTISE

- Web Development
- IT Support
- Technical Engineering
- Frontend Development (HTML, CSS, JavaScript)
- Backend Development (Node.js)
- Version Control & Code Collaboration
- Website Maintenance & Troubleshooting

TECHNOLOGY

- WordPress
- HTML
- CSS
- JavaScript
- Node.js
- GitHub
- Git

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