

# Lemuel Mark M. Galivo

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## Objectives:

To work for and contribute to a business that is looking for an energetic, efficient and adaptive employee to excel at all areas of his chosen sector.

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## Work Experience:

### ***Your Smart Virtual Office May 2019 – December 2022***

#### **Product Research Manager | Freelance**

- Add new/missing products and update existing products.
- Set up bundle and configurable products. Set up related, cross-sell, upsell products.
- Define build category listing and attributes.
- Optimize images for web use.

### ***Scotts Product Source (USA) May 2014 – July 2018***

#### **Amazon Virtual Assistant | Shipment Tracking | Customer Service | Freelance**

- **Virtual Assistant** – managing email client, calendar management. Office application and Google docs.
- **Shipment Tracking** – dealing with purchase orders on seller accounts; manage shipment delivery and contacting carrier.
- **Customer Service** – dealing with customer inquiry, purchased items and responding to email.

**Teleperformance (Makati) September 2009 – December 2013**

**Network Solutions | WEB.COM**

**Assistant Team Lead | Subject Matter Expert**

**Technical Support | Customer Service-Sales**

- **Assistant Team Lead** - taking supervisory calls, providing feedback to agents, validating of escalated tickets and processing escalation to managers and operation report.
- **Webhosting | VPS Technical Support** – dealing with website issues, uploading and downloading of website files. Support in managing PLESK and Virtouzzo panel on Virtual Private Server.
- Manage Hosted Exchange E-mail 2007 and 2010, Troubleshoot and Escalate issues accessing the control panel, support email issues and Boundary Defense for E-mail.
- Troubleshoot supported script errors, Database, zone record updates, DNS and domain registration set up and domain transfers. (PHP,MYSQL,MSSQL Database, ASP, ASPX, Cold Fusion)
- Up selling web hosting service and online marketing services.

**AEGIS PeopleSupport (Makati) December 2007 – August 2009**

**EarthLink Web Hosting**

**Technical Support/Customer Service/Sales**

- Tasked to handle inbound Customer service and Technical support for Webhosting accounts.
- Troubleshoot supported script errors, zone record updates, DNS and domain registration set up and transfers.
- Reports trends in website and email errors to escalation group (i.e. Tier 2, Tier 3).
- Process outbound calls to partner vendors when necessary to resolve a client issue.

**PeopleSupport (Makati) February 2007 – December 2007**

**EarthLink New Edge Networks**

**Technical Support/Customer Service**

- Handled building of networks, router technical support, billing, and customer service.
- Selected to be part of the Ticket Management Team that involves troubleshooting with the Local Exchange Carrier, ISP, and Accredited Install Contractor. Taking supervisory calls, escalated calls and Chat Support Specialist.
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**Skills:**

**Programming Languages:** Assembly Language, Turbo Pascal, COBOL, C++, Visual Basic, Visual FoxPro, ASP, ASPX, Cold Fusion

**Systems:** Windows 98, Windows ME, Windows NT, Windows XP, Windows 2000,

**Software:** Visual Studio, Microsoft Office, SQL, ASP, Dreamweaver, Flash, Siebel, Wave.

**EDUCATIONAL ATTAINMENT:**

**College:** International Electronics and Technical Institute, Inc.  
SY 2004-2008  
Guadalupe Mall, Guadalupe, Makati City  
Course: Information and Communication Technology  
Graduated with Honors

**Vocational:** UNIVILLE Vocational School (SY 2001 – 6 Months)  
Makati City  
Course: Computer Technology

**Secondary:** Fort A Bonifacio High School (SY 1996 – 2000)  
J P Rizal Extension., Makati City

**Primary:** Holy Light School (SY 1990 – 1996)  
#99 Concepcion Street Buting, Pasig City

**SEMINARS/TRAININGS ATTENDED:**

**COURSE DATE PLACE /** April 1, 2006 Makati City  
CCNA 1 & 2 Networking Basics CISCO Networking Academy  
Program

**Character References:**

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