

# ROMEO G. JOANINO JR.

BPO TALENT/TECHNICAL  
SUPPORT/CUSTOMER SERVICE  
REPRESENTATIVE

## PERSONAL PROFILE

Highly skilled and dedicated professional with extensive experience in technical support and customer service. Seeking freelancing opportunities to utilize my expertise and provide exceptional service to clients.

## WORK EXPERIENCE

### Technical Support Representative

*TELUS - Campaign: Yahoo*  
April 22, 2022 - November 28, 2022

### Technical Support Representative

*SITEL - Campaign: HP*  
June 4, 2019 - March 10, 2022

### Sales Support Specialist/Technical Support Representative

*24/7.ai - Campaign: Optus, Spectrum*  
December 16, 2016 - April 20, 2019

### Technical Support Representative Level 2

*STREAM/CONVERGYS - Campaign: Intuit*  
December 03, 2013 - November 14, 2016

### Customer Chat Support

*TELETECH - Campaign: T-Mobile*  
June 03, 2013 - August 01, 2013

### iTunes Store Advisor


*AFFILIATED COMPUTER SERVICES INC./XEROX INC. - Campaign: Apple*  
November 11, 2011 - June 01, 2013



## CONTACT ME AT

 +639694971653

 Rainmaker18us@gmail.com

 373 Sitio 3 Barangay Pungo,  
Calumpit, Bulacan

## SKILLS SUMMARY

- **Technical Support:** Extensive experience providing technical support to clients, resolving hardware and software issues and troubleshooting network problems.
- **Customer Service:** Proven track record of delivering exceptional customer service, handling customer inquiries, and ensuring customer satisfaction.
- **Problem Solving:** Strong analytical and problem-solving skills to identify and resolve both technical issues and customer concerns efficiently and effectively.
- **Communication:** Excellent verbal and written communication skills, adept at explaining technical and non-technical concepts to individuals and providing clear instructions.

## Financial Analyst

SCOPEWORKS ASIA INC. - Campaign: Expertivity  
Mortgage Solutions Inc.  
March 10, 2010 - October 17, 2011

## Financial Services Representative Series 7 and Series 63 Licensed

ACCESS WORLDWIDE - Campaign: E\*Trade Financial  
LLC  
April 20, 2009 - February 01, 2010

## Customer Service Associate

CONVERGYS INC. - Campaign: Citibank Fraud Early  
Warning  
June 26, 2008 - December 18, 2008

## Customer Service Representative/Banking Specialist

PEOPLE SUPPORT INC. - Campaign: Direct Response,  
Washington Mutual Inc.  
January 22, 2007 - February 10, 2008

## Junior Accounting Assistant

PEOPLE SUPPORT INC. - Campaign: Direct Response,  
Washington Mutual Inc.  
January 22, 2007 - February 10, 2008

## EDUCATION

### Bachelor of Science in Accountancy

Philippine School of Business Administration-Manila  
2001

## REFERENCE

Available upon request

## SKILLS SUMMARY

- **Multitasking:** Ability to handle multiple tasks simultaneously, prioritize workloads, and meet deadlines in fast-past environments.
- **Team Collaboration:** Proven ability to work collaboratively in a team environment, sharing knowledge and expertise to achieve team goals and deliver high-quality results.
- **Time Management:** Effective time management skills to efficiently handle customer inquiries, meet service level agreements and provide timely resolutions.
- **Adaptability:** Quick learner who adapts well to new technologies and software applications, ensuring smooth transitions and minimal downtime.
- **Problem Escalation:** Skillful in escalating complex technical issues to appropriate teams or management when necessary, ensuring prompt resolution and customer satisfaction.
- **Attention to Details:** Meticulous in recording and documenting customer interactions, technical issues, and solutions to maintain accurate and comprehensive records.
- **Software Proficiency:** Proficient in various software applications including MS Office, CRM systems, and ticketing systems.
- **Interpersonal Skills:** Strong interpersonal skills with the ability to build rapport with clients, understand their needs, and provide tailored solutions.