



SHERWIN C. MATA

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SUMMARY

Experienced professional with an 11-year background in customer service and technical support and an in-depth understanding of porting and provisioning. Successful in both startup and turnaround roles. Comprehensive knowledge of call center operations.

WORK EXPERIENCE

May 17, 2022 – Current

PANDR PH Legazpi City

Department Head – Technical Support (LOKE Digital)

- Managed a team of 5 agents.
- Streamlined processes and improved the efficiency of the team.
- Reduced process gaps, effectively managing and training the team on best practices to ensure productivity
- Balanced workloads to work on tasks.
- Employed process improvement initiatives within the department.

March 8, 2021 – March 4, 2022

ELLORA TELECOM

Porting Specialist/Technical Support

- Managing Porting requests from customers
- Processing DID number requests for Canada
- Port internal number requests
- Responding to customer's issues and concerns through a ticketing system (FreshDesk)

January 6, 2020 – October 14, 2020

TELNYX LLC

Numbering/Operations Administrator

- Managing international numbers inventory
- Processing DID number requests
- Port international numbers to TELNYX platform
- Documenting effective codes
- Processing trunk migration

June 4, 2014 – October 25, 2018

Localphone Ltd.

DID Product Specialist/Porting and Provisioning Manager

- Collaborated with team members to achieve target results
- Managed complaints with calm, clear communication
- Actively listened to customers to fully understand requests and address concerns.
- Manage acquisition and porting of numbers into the platform.
- Oversee configuration and provisioning of new and ported numbers in the inventory.
- Performs purchasing functions like provisioning & sourcing of suppliers and test configuration as part of quality check.
- Attend to billing and invoice issues which include resolution of discrepancies and special billing arrangements for selected customers.
- Monitor returning of unassigned and expiring numbers to suppliers on a monthly basis.
- Assist on special projects such as administration of maintenance duties, and facilitation of porting between carriers.
- Responding to authorities for information requests due to abuse or suspected abuse of services.
- Meticulously perform porting processes and services with respect to the ability and quantity of ports.
- Track and monitor costs related to porting.
- Manage to set of prices for porting, new and existing services. Granting of discounts and increase on porting cost.

EDUCATION

AQUINAS UNIVERSITY OF LEGASPI

Bachelor of Science in Computer Science – 1997

I hereby declare that the above information given by me in this application for employment is true to the best of my knowledge, information, and belief. I further declare that I have disclosed all the information required to be given in this application and that I have not withheld any material, fact of information that may affect my application.

SHERWIN C. MATA