

CARL LESTER M. VIRREY

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SKILLS

Language/s: Fluent in English and Filipino | **Database management** | **Technical troubleshooting** | **Software Installations** | **Phone & Online Support** | **User Training/Support** | **Hardware Configurations** | **LAN Connectivity** | **Basic Client/Server Models** | **Customer Service** | **Offshore Team Collaboration** | **Problem Diagnosis and Isolation** | **Preventive Maintenance** | **Complaint Handling** | **Excellent interpersonal skills** | **Analytical and organizational skills** | **Dynamic and a good team player** |

TECHNOLOGY PROFICIENCIES

Software: MS Office (Word, Excel, Outlook); ADP software, ADP payroll mainframe, ADP Time and Attendance/Kronus and other ADP products services.

Browsers: Internet Explorer, Firefox, Chrome, Safari.

Call-Tracking Tools: CA Service Desk Manager, CRM, Salesforce, Siebel.

Hardware: PCs, Laptops, Telephony Systems, Printers, Routers, Modems.

Networking: LAN & VPN/Remote Connectivity, TCP/IP and Bomgar.

Platforms: Windows, Unix, POS Servers/Virtual Servers, Citrix, VPN/RSA.

WORK EXPERIENCE

Tier 2 Technical Service Specialist (*Total Source Comprehensive Services*)

ADP Philippines, Inc. (June 2018 – Present)

- Responsible for providing Tier 2 support to HRO associates and clients, along with payroll, benefits, and tech support assistance to Comprehensive Services clients.
- Provides 2nd tier support to all levels of Service and Implementation Associates for Comprehensive HR, Comprehensive Payroll and Comprehensive Benefits, regarding the resolution of product and client issues. Products supported include all current versions of Payroll, HR, Benefits, Time and Attendance and iProducts offered to Comprehensive Services clients. Support provided using phone queue, Siebel service requests, lync outlook, walk-up requests.
- Provides consultative assistance to associates on any advance skill (current version of WFN) software other ADP module including ADP ETIME.
- Assists with the inbound volume when needed.
- Participates in product-related booster sessions for associates' development.
- Gives feedback regarding correct handling and appropriate processes to be taken for technical issues.
- Handles escalated cases that require advanced technical troubleshooting.

- Contributes into the Learning Community environment (i.e. The Bridge; ADP Works) by submission of questions, answering questions of others, accurately "liking" of content.

Benefit Service Analyst

ADP Philippines, Inc. (June 2015 – June 2018)

- Create reports through MS Excel on benefits of employees for proper enrollment in the system
- Analyze data to process changes, enrollment, and termination of employee benefits
- Complete census audit to ensure correct status and coverage of employee benefits
- Demonstrate top performance in productivity and accuracy with the processes

Technical Support Representative (*AT&T Uverse*)

VXI Philippines (December 2012 – 2015)

- Troubleshoot Voice Over IP phone, Uverse Television, Uverse Internet Service
- Provide quality customer care for customer satisfaction and first call resolution
- One of the top agents and consistent in meeting standard metrics for quality and efficiency

Pharmacy Help Desk Representative / Customer Service (*Wellcare Health Plans, Inc.*)

Teleperformance Philippines (October 2009 – October 2012)

- Contribute to the team's success in terms of statistics and client objectives
- Assist providers (doctors, social workers, etc.) with medication coverage and drug evaluation reviews, helping the customers get their medications as needed
- Resolve drug claim issues such as pharmacy processing problems
- Identify and address customers' concerns in a timely manner and provide excellent customer care experience, gaining customers' trust and loyalty
- Assist members regarding plan benefits, billing issues, medication coverage, etc.

Technical Support Representative (*Verizon Communications, Inc*)

Teleperformance Philippines (September 26, 2008 – November 25, 2008)

- Give detailed information with regard to customer's account and order status
- Provide basic troubleshooting steps in DSL problems such as NO SYNC, slow throughput/speed issues and authentication problems
- Identify and configure/setup different modems and routers

Work Education

Adventist University of the Philippines (June 2002 – March 2004)

- University Voice (College Paper)

EDUCATION

2002 – 2007 Bachelor of Science in Nursing - Adventist University of the Philippines, Cavite

1998 – 2002 Secondary Education - Lipa Adventist Academy, Lipa, Batangas City