

KRISTOPHER JOHN ROXAS RELANO

#38 Diamond St. Northview 1 Batasan Hills
Quezon City

SUMMARY/SKILLS:

Have been working in the BPO and ITO industry for more than 6 years now and I have enhanced my social skills, customer service skills, leadership skills and patience in handling individual people. I would be able to provide any company the loyalty , integrity, hard working, dedication, motivation, and easily adjust to any changes my work provides.

Skills:

Active Directory, Adobe Photoshop, MS Word, MS Excel, MS Powerpoint, C++, Adobe Dreamweaver, Cobol, Java Programming, HTML, and Cisco.

WORK EXPERIENCES:

UHG

October 2013-2017(Present)

Position:IT Analyst

- IT Helpdesk
- Problems encountered are mostly computer issues like MS Outlook, MS Office, computer troubleshooting, etc.

Hewlett-Packard

April 2011-2012(Current)

Position: Level 2 Global Service Desk Engineer

- IT Helpdesk
- Problems encountered are mostly computer issues like MS Outlook, MS Office, computer troubleshooting, etc.
- Users are handled are majority from South Africa, United Kingdom and Australia.
- Callbacks to users and check if there problems are already resolved.
- Check open tickets of L1.
- Process emails and voice calls.

South Africa Travel for Knowledge transfer (2 months)

- We were sent to South Africa for knowledge transfer so that the service desk here in Manila could easily transition the account.

Telus International Phils., Market-Market 2005-2011

Position title: Xbox Tech Lead

- Managing and enhancing the performance of each agent
- Monitor and enhance the performance of the team in the areas of productivity, following documented processes, customer satisfaction, schedule adherence, and employee satisfaction/development.
- Enhance the goal of quality support by providing individual coaching feedback sessions and weekly one-on-ones that focus on improving customer satisfaction, communication skills, and technical ability.
- Supervisor may communicate directly with customers on recovery issues. Maintains composure in critical situations and communicates well with both internal and external employees
- Provide operational and administrative support
- Proven ability to manage reporting and analysis
- Demonstrated passion for the Xbox product and delivering positive Customer experience
- Deep Understanding and experience with internet technologies and features as appropriate to assigned LOB
- Understanding of Microsoft quality program
- Proficient in all technical and call management skills specific to assigned LOB (Xbox Console and Games)
- Ability to accumulate, evaluate and communicate performance data consistently and objectively
- Ability to deliver bad news and recommendations for improvement

Leadership Trainings Attended:

1. **Maximize Yourself (Workshop on Time and Stress Management)**
2. **Embracing Change (Managing Personal Transitions)**
3. **Making a Difference: Exceeding Customers Expectation**
4. **Brand Me: Personal Visioning**
5. **Achieving Win Win Situations: Being a Team Player**
6. **Growth Begins Within Enhancing your Confidence.**

Ambergris Solutions Inc.

2005-2007

- Take escalated calls from agents regarding mentor calls, inquiries while following guidelines in resolving and satisfying the customer.
- Handled multiple Microsoft xbox accounts like xbox V1, xbox live, xbox 360HW, xbox save and billing.
- Able to conduct product refreshers with tier 1 agents.
- Works well independently, completes assigned tasks without reminders and works productively and professionally.

PERSONAL DATA

Date of Birth: September 23, 1982

Place of Birth: Panit-an, Capiz

Nationality: Filipino

Religion: Roman Catholic

Civil Status: Married

EDUCATIONAL BACKGROUND

Tertiary: AMA Computer University (2000- 2004)

Bachelor of Science in Computer Science

Project 8, Quezon City

Secondary: International Philippine School

Al-khobar, Kingdom of Saudi Arabia

Primary: Santa Maria Catholic School

Iloilo City