RAINEIR GOMEZ

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Skills/ Experience

- I have 10 + years experience in BPO industry, I have handled calls for United States Costumers (T-MOBILE, AT&T, COMCAST) supporting technical issues/ concerns (ISP, IPTV, VOIP, Wireless Devices).

Experience

JUNE 2014 - PRESENT

VXI GLOBAL HOLDINGS INC
TECHNICAL SUPPORT REPRESENTATIVE LEVEL III
Technical Support Representative Level III (AT&T Uverse)
Vxi Global Holdings Inc (Walter Mart, Edsa Munoz, Quezon City)

AUGUST 2020 - PRESENT
TECHNICAL SUPPORT REPRESENTATIVE LEVEL III
Technical Support Representative (COMCAST CENTRAL)
Vxi Global Holdings Inc (G/F Panorama TechnoCenter, 1029 EDSA, Quezon City)
- 7 + years troubleshooting, provisioning and/or turn up experience cable tv, internet, cvoip/phone lines.
- 7 + years working with network engineers, field technicians, and order specialist.
- 7 + years ticketing tool experience

MAY 2011 - MAY 2014

TELETECH PAMPANGA DC
TECHNICAL SUPPORT REPRESENTATIVE
Technical Support Representative (T-mobile Smartphones PDA)
Teletech Pampanga Dc (Sm City Pampanga, Lagundi, Mexico, Pampanga)
 - 3 + years troubleshooting, provsioning and/or activation experience with wireless and cellular devices.

NOVEMBER 2010 - APRIL 2011

NCO CLARK a.k.a ALORICA
CUSTOMER SERVICE REPRESENTATIVE
Customer Service Representative (T-mobile Flexpay Billing)
NCO clark (Clark Special Economic Zone, Pampanga)
- Billing inquiries, adjustments and assisting customer process payments.
- Order and upgrades for phones and its features
- Basic troubleshooting for smart phones and basic phones.

Education

JUNE 2004 - APRIL 2008

UNION CHRISTIAN COLLEGE (San Fernando City, La Union 2500)
BACHELOR OF SCIENCE IN NURSING

Desired Position

- Telecoms Provisioning Analyst - Technical Support Representative