

RAINEIR GOMEZ

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6 ABRA ST, RAMON MAGSAYSAY, QUEZON CITY, METRO MANILA 1105



Skills/ Experience

- I have 10 + years experience in BPO industry, I have handled calls for United States Customers (T-MOBILE, AT&T, COMCAST) supporting technical issues/ concerns. Ability to work with customer, network engineer and field technicians.

Experience

VXI GLOBAL HOLDINGS INC

JUNE 2014 -
PRESENT

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

TELETECH PAMPANGA DC

MAY 2011 - MAY
2014

TECHNICAL SUPPORT REPRESENTATIVE

Technical Support Representative (T-mobile Smartphones PDA)
Telettech Pampang Dc (Sm City Pampang, Lagundi, Mexico, Pampang)

- 3 + years troubleshooting, provsioning and/or activation experience with wireless and cellular devices.

NCO CLARK

NOVEMBER 2010 -
APRIL 2011

CUSTOMER SERVICE REPRESENTATIVE

Customer Service Representative (T-mobile Flexpay Billing)
NCO clark (Clark Special Economic Zone, Pampang)

- 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

- Technical Support Analyst for Telecommunications - Telecoms Provisioning Analyst - Technical Support Representative