Jessica Apostol

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Tuguegarao City, Cagayan, Philippines

PROFESSIONAL SUMMARY

- Confident and energetic customer service representative passionate about serving customers. Thrives in a challenging and fast-paced environment. Able to interact freely with customers and resolve issues quickly. Now looking for a rewarding position where I can serve customers and increase customer retention.
- My goal is to share my skills with the business and its management as a team player ready to share common goals in attaining excellence in every project, ambitious and prepared to extend a mileage in the development of the business and its process. A process-oriented person would set aside company politics to get work straightly done.

WORK EXPERIENCE

Customer Support Engineer   June 2021 – June 2022

Zipline.io • Melbourne, Australia

- Handles technical/non-technical support cases to ensure issues are recorded, tracked, resolved, and follow ups are done in a timely manner using HelpScout or Intercom.
- Work with the development team for system configurations tasks using Azure CLI commands and Swagger AI.
- Publishing technical documents, manuals, resolution steps, training materials, and technical support FAQs using Notion and Intercom Articles.
- Participate in streamlining Support workflows/processes by helping to identify gaps in the process or workflows and contribute to any improvements/adjustments needed.

INFOR EAM Support Consultant   May 2018 – June 2021

Sapphire Systems Ltd • London, United Kingdom

- Taking ownership of customer issues reported and seeing problems through to resolution researching, diagnosing, troubleshooting and finding solutions to resolve system and service issues using Sapphire's support hub.
- Create and build flex business rules by writing scripts using Microsoft SQL
- Create and design reports using IBM Cognos
- Help in the implementation and deployment of INFOR Enterprise Asset Management (EAM) across the United Kingdom and Australia.
- Integrate systems in Infor EAM using Infor ION, Infor Sunsystems, SAP B1, Genius and Maxi Sun.

Lead Developer   Feb 2017 - April 2018
Delta Earthmoving, Inc • Quezon City, Philippines

- Implemented Infor Enterprise Asset Management (EAM) and Infor Syteline
- Primary support and documentation for ERP (INFOR Solutions)
- Accountable and responsible for assisting the CIT Team and the CIT Asst. Manager (System) in the development and update of CIT Systems of the company.
- Developed and deployed various system like Customer/Client System and Help Desk Ticketing System using Python Programming
- Surveyed and installed internet connections to all mining and construction remote sites across the Philippines with the use of pfSense
- Implemented projects using Odoo CRM (Complaints Register System)

Systems Developer   May 2013 – Feb 2017
Delta Earthmoving, Inc • Quezon City, Philippines

- Re-constructed the company's website using Wordpress and Azure. (https://deltaearthmoving.com)
- Implemented various mail systems and directory using Centos 6, Cpanel, Virtualmin. Linux, PostGreSQL - Mail client (Outlook, Squirrel Mails, Thunderbird Mails)
- Performed functional and graphical checking of developed programs by the CIT Systems team.
- Designed and layout desktop publishing output that the company needs using Adobe Photoshop, Illustrator and Blender (e.g. Event's design, Magazine design, Calling cards, Presentation, Cards, promotional videos)
- Create and publish IT processes within the organization being one of the Internal Auditors.

EDUCATION

Computer Science, Bachelor   Jun 2009 – Mar 2013
Cagayan State University • Cagayan, Philippines
  -   Academic Awardee

VOLUNTEER WORK/AWARDS

Program Volunteer   Feb 2018
Pycon Philippines 2018 • Python.PH INC

Core Volunteer   Feb 2019
Pycon Philippines 2019 • Python.PH INC

Professional Achievement Award   Sept 2019
Issued by Cagayan State University