

Kim Villaflor

Service Desk - Level 1

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📍 Sampaloc, Metro Manila

An experienced support associate with proven expertise in cloud-based platforms for automating IT management workflows. Efficient in technical and client-facing support needs. Proficient in data monitoring and management with the ability to analyze complex information. A detail-oriented person and a team player who works collaboratively in support of the management's goal.

Experience

Service Desk - Level 1

October 2022 - present

Atos

- Work as part of a team to resolve IT user issues and supporting standard technical queries related to office applications, Citrix Workspace, BitLocker recovery, and other troubleshooting concerns.
- Provides smooth and optimal support through Microsoft Authenticator setup ensuring that all devices of the users are ready.
- Case management through ServiceNow, real-time documentation providing accurate solutions to end-user, and tracking progress to ensure deliverables are within SLA.
- Adheres to IT policy by maintaining data documentation, handling inbound and outbound calls or chats, and escalate issues when identified.
- Able to triage tickets depending on urgency, subject matter, and complexity of the request.

Customer Service Representative

March 2022 - September 2022

BackOffice Associates Philippines

- Conducts support engagement and provides resolution.
- Data documentation of customer support interactions using internal tools.
- Attending to customer inquiries using modern technology and proactively improved internal processes.
- Identify and implement correct solutions to client issues within established time limits.
- Building brand by providing exceptional support to clients.
- Negotiating payments and helped customers regain or retain current account status.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Assist each customer's inquiry, concern, and status in a timely manner.

Education

University of the East - Manila

2020

Bachelor of Science in Information Technology

Skills

- Incident Management
- Event Ticketing
- Technical Support
- IT Service Management
- Service Desk Management
- Customer Support
- Time Management
- Eye for Detail