

KRISTIAN RAMALLOSA

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San Pedro, Laguna



Technical Support Specialist

A support specialist with over 9 years of experience in technical and customer service, mostly in network and telecommunications industry. Highly skilled in problem-solving with a proven service excellence. Detail-oriented team player with strong organizational skills.

WORK EXPERIENCE

TIER 2 TECHNICAL SUPPORT SPECIALIST

City Storage Systems (KCHN Management Philippines, Inc.)

April 2023 - Present

- Execute troubleshooting processes to address customer issues over a variety of support channels (e-mail, chat, phone)
- Integration of 3rd party delivery platforms to help customers manage their business more efficiently and boost their revenue
- Troubleshooting hardware issues and installation of software
- Investigate order import and cancellation issues
- Fix Web and API integration issues related to the customer's 3rd party online food ordering platforms
- Support escalations and Enterprise customers

UCAAS (UNIFIED COMMUNICATIONS) ANALYST

Masergy - Comcast Business | February 2022 - March 2023

- Process managed service requests such as configuring user profiles, hunt group, call center, auto attendant using Broadsoft platform
- Provide clients with licensing, hardware quotes for orders or rentals, and user instruction guides
- Troubleshoot voice network issues by working with partner carriers and vendors to resolve underlying issues through call & email
- Processing Moves/Adds/Change/Delete requests
- Basic call logs interpretation using Empirix tool to determine the source of issues
- Provisioning of IP phones
- Provides technical support for Cisco & Polycom phones including Webex
- Generate call reports for clients

CORPORATE HELPDESK ENGINEER - VOICE

TPG Telecom | August 2020 - May 2021

- Resolve faults for Bizphone, SIP voice and Long Distance services to customers via call and email
- Configure VoIP device (Yealink) basic features such as Hunt Groups, call forwarding, auto-attendant, voicemail setup, and call routing using Broadsoft platform
- Identify and troubleshoot incoming & outgoing call issues
- Coordinate with relevant network carriers, Local Number Portability, and Provisioning to fix line fault, porting, and routing issues

CORPORATE HELPDESK ENGINEER - DATA

TPG Telecom | September 2016 - July 2020

- Resolve faults for data services such as ADSL/VDSL, IP Line, E-Line, Fiber access technology
- Access DSLAM, routers, and switches managed by TPG (Alcatel Lucent, Hatteras, Huawei, Cisco)
- Troubleshooting and resolving network faults through remote access using SecureCRT tool
- Inbound and outbound calls support to customers, technicians, and upstream network carriers
- Remote line testing with internal and 3rd party technicians for site visit to check possible network and line fault or customer's internal network issues

MONITORING SERVICE ASSOCIATE

Emerson Electric Asia Ltd - ROHQ | March 2014 - September

- Proactive alarm monitoring of the refrigeration and HVAC system of different supermarket stores in US, Canada, and Australia
- Support inbound and outbound calls, creating service request tickets depending on the customer service level of agreement
- Remote troubleshooting and dispatching work orders through the use of monitoring system software tool with access to site controller
- Cross-trained in database management function

SKILLS

- Telecommunications
- VoIP Technology
- Unified Communications as a Service
- Software as a Service
- Technical Support
- Customer service
- Excellent communications
- CRM/Ticketing (JIRA, Zendesk, Salesforce)

EDUCATION

MAPUA UNIVERSITY

Bachelor of Science in Electronics Engineering

2007-2012

AWARDS & CERTIFICATIONS

Recognized as a Top Performer - Center of Excellence

City Storage Systems (KCHN Management Philippines, Inc), 2023

Consistent UCaaS Analyst Top Performer, Quality Review & CSAT Champion Awardee

Masergy - Comcast Business, 2022

Cisco Certified Network Associate (Routing & Switching) - CISCO ID No. CSC012844097

CCNA certification, 2015

Most Promising Award

Service excellence award from EMERSON ELECTRIC (ASIA) Ltd - ROHQ, 2015

PRC Registered Electronics Engineer - ECE No. 55660

ECE licensure examination, 2013