

Clemente, Ronwaldo P.

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PROFESSIONAL SUMMARY

Dedicated señor Provisioning specialist with almost seven(7) years of professional experience. Handle new orders from new ticket unto service activation. Ensure to keep on track of all assigned tickets and avoid delays. Communicate effectively with customers and counterpart in Australia via email, ticketing and phone calls. As señor Provisioning Specialist I was the point of contact when my superior is not around, have made 1 on 1 coaching as instructed by my superior, reporting using excel. I also created a Porting process manual for training purposes.

AREAS OF EXPERTISE

- Communication Skills(English), Speaking and writing
 - People Skills
 - Critical thinking and Problem solving
 - Strong work ethic
 - Above average excel knowledge
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CAREER EXPERTISE

TeleTech

August 2007 - October 2010

Technical Support Representative (AT&T)

- Handled technical issues for AT&T account
- Answers and troubleshoot all technical concerns and issues for ADSL and Telephony services
- Resolved all technical issues in a timely manner
- Answer all calls professionally and with courtesy

Orchid Cybertech**October 2010 - November 2011**

Technical Support Representative (TPG Australia)

- Handled all technical issues for Australian Internet Service Provider
- Answers and troubleshoot all technical concerns and issues for ADSL, Telephone and email
- Resolved all technical issues in a timely manner
- Answer all calls professionally and with courtesy

Acquire BPO**November 2011 - August 2018**

Provisioning Specialist - Level 3 (engineer; Australia's Internet Service Provider)

- Handles activation for ADSL, Telephony, Mobile, Mobile Broadband and VoIP Services
 - Processing orders for the above services from submission until the order is complete
 - Disconnect and restrict services due to late or non-payment
 - Relocation of services
 - Processing equipment replacement
 - Responsible for data entry task of Services/Plan for billing purpose
 - Daily and weekly reporting
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- Handled Porting - Porting is a process of transferring a Phone Number from one Carrier to another
 - Handling a porting ticket from submission to completion
 - Also handles 1300/1800 number porting
 - Sending email for porting update to customers
 - Sending email request for Porting Time/Date customer requested from the previous carrier
 - Testing the number/s before declaring the port is completed
 - Handles ported number issues
 - Responsible for data entry task of ported numbers for billing purposes
 - Checks completion date of porting requests on a daily basis for reporting purposes
 - Equally distribute new tickets to each team member
 - Daily and weekly reporting (above average excel knowledge)

CHARACTER REFERENCES

Alecxis T. Clemente

Laser Measure Pty Ltd

Business Management and Personal Assistant

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Cyrus Panganiban

Acquire BPO

engin Porting Team Lead

+63 9173047112

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Katherine Bayona

Motolite

Training and Quality Assurance Manager

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EDUCATION

3rd Year College 1994 – 1998

Systems Technology Institute

Secondary High School Level 1988 - 1994

Binangonan Catholic High School