

Jojo A. Lamoste

ABOUT ME

Experienced and adaptable professional with a diverse background in technical support, customer service, and event coordination. Proven ability to handle complex technical issues and provide excellent service in fast-paced environments. Seeking to leverage extensive experience in a challenging new role.

RELATED WORK EXPERIENCE

Technical Support Representative
OCSI/Tech Mahindra/TPG - Australian Account
December 11, 2023 – May 1, 2024

- Provided technical support for home internet and NBN services.
- Assisted customers with troubleshooting and resolving technical issues.
- Maintained high customer satisfaction through effective problem-solving.

Mobile Technical Support Representative
Orchid Cybertech Services Incorporated - Australian Account
October 31, 2011 – December 8, 2023

- Maintain a 98% customer satisfaction rating by delivering excellent customer service and addressing customer concerns effectively.
- Delivered technical support for mobile services and accounts.
- Managed billing inquiries and resolved issues efficiently.

Customer Support Representative
Teleperformance - Australian Account
May 16, 2011 – May 23, 2011

- Offered support for consumer accounts and billing inquiries.
- Managed online help desk services to address customer concerns.

Technical Support Representative (ADSL)
Teleperformance - Australian Account
October 10, 2010 – May 8, 2011

- Assisted customers with ADSL technical support and troubleshooting.
- Provided online help desk services to resolve internet connectivity issues.
- Processed customer data in CRM system, improving the quality of customer interactions.

CONTACT

jojolamoste@yahoo.com

jojolamoste30@gmail.com

(63) 9668918040

<https://sites.google.com/view/jojolamosteportfolio/home>

https://drive.google.com/file/d/1BV84_AWhgklicmIU0wOHIOf9vYs7O11L/view?usp=drivesdk

EDUCATION

University of the East
Bachelor of Secondary Education-Major
in History (SOCIAL STUDIES)

SKILLS

Technical Support & Troubleshooting
Customer Service Excellence
Billing & Account Management
Event Coordination
Communication Skills: Fluent in Filipino (Tagalog), English (American and Australian), and minor Nihongo.

TOOLS

Microsoft Office Suite
Google Workspace
IAS
Siebel
Novus
Zoom
Skype
MS Teams

TECHNICAL JOB SKILLS

Trainee (Kenshuusei/Overseas Worker)

Yamasou Kogyo (JAPAN)

April 7 – September 10, 2010

- Operated machinery and performed factory work in Japan.
- Acquired international manufacturing skills and experience.

Finance Officer / Event Staff/Crew

June 3, 2008 – January 19, 2009

- Managed financial aspects of events and provided on-site support.
- Coordinated with team members to ensure successful event execution.

Marketing Communication Assistant / Event Staff/Crew

M.I.C.E.P. (Mique International Conference and Event Planner)

January 3 – January 30, 2008

- Assisted in marketing communications and event coordination.
- Ensured smooth event operations through various support tasks.

RECOGNITIONS, AWARDS AND CERTIFICATE

Loyalty Award For 10 Years' Recognition (December 10, 2021) = Orchid Cybertech Services Incorporated (OCSI-TPG Telecom)

Loyalty Award For 5 Years' Recognition (December 9, 2016) = Orchid Cybertech Services Incorporated (OCSI-TPG Telecom)

Service Excellence Award (December 17, 2015) = Orchid Cybertech Services Incorporated (OCSI-TPG Telecom)

Top Performer (February and March 2015) = Orchid Cybertech Services Incorporated (OCSI-TPG Telecom)

Employee of the Month (March 2015) = Orchid Cybertech Services Incorporated (OCSI-TPG Telecom)

Top Ticket Seller (October 2009) = M.I.C.E.P. (Mique International Conference and Event Planner)

For Hitting March FCR Goal (April 8, 2011) = Teleperformance (Telstra/ Bigpond Account)

CHARACTER REFERENCE

Mr. Albert Torres

Team Leader TPG Mobile Department

09279492880

Ms. Kelly Ann Oliveros

Team Leader TPG Mobile Department

09192281202

Ms. Shirly Buniel – Dumlao

Operation Manager TPG Mobile Department

09209834235

Mr. Rommel Pore

Supervisor ADSL-Bigpond Teleperformance

09178477729