



Gloria B. Gonzales

Senior Technical and
Customer Support

Profile

Hard working professional with 10+ experience and proven knowledge of customer communication.

I handled Technical support with strong focus on resolving issues efficiently and effectively.

I have been with Customer service, Billing, Sales and Email customer support.

I also worked as administrative staff for 5 years and 2 years as Team leader in a Production line in a Manufacturing firm.

Personal Information

Phone #: 0992 873 0624

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Sunshine Homes

Masikap St. lot 19 blk. 11

Sapalibutad, Angeles City

Pampanga 2009

Education

1994-1998

Aquinas University

- Business Administration Management

1989-1993

Morong High School

- Secondary Education

Work Experience

Iqor Philippines (2020-2025)

Senior Technical Support and Email Support

- Diagnosing and resolving technical issues
- Provide troubleshooting steps
- Documenting technical knowledge in the form of notes
- Respond to general inquiry about the product
- Process return and refund warranty
- Assist customer placing order online
- Following standard procedures for proper escalation of unresolved issues

Skills

- ✓ Admin task
- ✓ Technical Troubleshooting
- ✓ Team leadership and supervision
- ✓ Shipping procedure understanding
- ✓ Computer proficient
- ✓ Attention to detail
- ✓ Problem Solving
- ✓ Customer Service Orientation
- ✓ Problem solving
- ✓ Adaptability

Work Experience

UPS (2011-2019)

Customer and Email support

- Back-office support (labelling residential and commercial address)
- Tracking small packages (International)
- Assist order supplies for account holder
- Brokerage and import documents
- Assist customer about shipping procedures
- Locate UPS Shipping and pick up locations
- Process Delivery change request
- Billing and collection
- Respond to customer inquiry about UPS services

Sutherland Global services (2009-2011)

Technical Support and Billing and Sales Agent

- Responding to customer inquiries and complaints about technical issues
- Provide troubleshooting steps
- Track packages
- Process return and refund
- Assist billing inquiry
- Process billing adjustment
- Respond to product inquiry
- Promote sales



Work Experience

Nidec Subic Phils (2001-2009)

Staff II

- Admin task
- Process purchase order
- Equipment inventory and monthly inventory report
- Manage clean production suit
- Maintain production and equipment stocks

Acer Phils (1998-2000)

Team lead and Machine controller

- Monitor production output
- Responsible for the team who handles computer testing and visual inspection
- Equipment control monitoring
- Responsible for daily and monthly report.

Character Reference

Lawrence Joan Lacson Nuqui

0998 998 5563

Mark Saclao

0939 565 4612

Anna Oliza

0933 857 2866