

GIAN CARLO H. DE JESUS

Technical Support & Customer Retention Specialist 📍 Tanza, Cavite | 📞 09260354269 / 09626894168 ✉️
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PROFESSIONAL SUMMARY

Performance-driven **Technical Support and Retention Expert** with over 20 years of experience in the BPO and tech industries. Proven track record of surpassing KPIs and quotas by leveraging a consultative approach to problem-solving. Specialized in high-level escalations, malware removal, and home theater networking. Committed to providing exemplary customer service while identifying opportunities to increase brand loyalty and market competitiveness.

CORE COMPETENCIES

- **Technical Troubleshooting:** ISP/DSL Support, CVOIP, Windows/macOS Navigation, & Hardware Configuration.
 - **Specialized Tech:** Advanced Audio/Video Hookups, Home Theater Systems, & Malware/Virus Removal.
 - **Customer Retention:** Loyalty management, objection handling, and persuasive communication.
 - **Network Solutions:** Local Home and Business Network setup and diagnostics.
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PROFESSIONAL EXPERIENCE

Ibex | *CSR2* | **2025 – 2026**

- Delivered high-tier customer service support, consistently maintaining top-tier satisfaction ratings.

Telus | *Tier 3 Loyalty and Retention Specialist* | **2022 – 2025**

- Managed high-risk accounts to prevent churn, utilizing persuasive communication to retain customers and exceed retention targets.

iQor | *Escalations Level 2 Technical Support* | **2018 – 2022**

- Resolved complex technical issues escalated from Tier 1, serving as a subject matter expert for intricate hardware and software queries.

DRI | *Technical Pre-Press Editor* | **2016 – 2018**

- Ensured technical accuracy and quality control in pre-press production environments.

Shore Solutions | *Advanced Malware and Virus Removal Expert* | **2014 – 2015**

- Specialized in deep-system cleaning and security restoration for compromised client devices.

Wipro | *Level 2 TSR – BELL Canada DSL* | **2011 – 2014**

- Provided advanced diagnostic support for high-speed internet connectivity and network configurations.

Teletch | *Level 3 TSR – Verizon BBE&E* | **2004 – 2011**

- Handled executive-level technical support for broadband and entertainment services during a 7-year tenure.

97.1 DWLS FM | *In-house Disc Jockey* | **2002 – 2003**

- Managed live broadcasts and engaged with a wide audience, honing public speaking and real-time problem-solving skills.

TECHNICAL SKILLS

- **Software:** MS Office Suite (Word, Excel, PowerPoint), Windows System Diagnostics.
- **Hardware:** PC/Mac hardware configuration, HD Setups, Local Network Hookups.
- **Multimedia:** Advanced Audio/Video integration, Home Theater Specialist.

EDUCATION

- **Tertiary:** Mapua Institute of Technology (2000 – 2004)
- **Secondary:** Sacred Heart Academy of Novaliches (1996 – 2000)

PERSONAL INFORMATION

- **Birthdate:** March 4, 1985
- **Languages:** English, Filipino
- **Civil Status:** Single

CERTIFICATION

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

GIAN CARLO H. DE JESUS