ALVIN HERRERA

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Professional Summary

Senior Technical Support Professional with extensive experience supporting customers in technology, telecommunications, and cryptocurrency environments. Skilled in investigating complex issues, managing tickets and escalations, explaining technical processes clearly, and maintaining high quality and customer service standards. Recognized as a subject matter expert who supports team members, trains new hires, and identifies opportunities to improve support workflows.

Core Skills

- Technical Support & Troubleshooting
- Knowledge Base Administration + Technical Documentation
- Application Access & Password Reset Support
- Remote Support & Cross-Functional Collaboration
- CRM, Ticketing & Case Management + Ticket Management/Triage/Escalation
- New-Hire Training & Peer Support
- Incident and Outage Monitoring
- Quality Assurance & Support Process Improvement

Tools & Platforms

- CRM & Case Management: Salesforce, Sprinklr, HubSpot
- Ticketing & Knowledge Management: Jira, Confluence, SharePoint
- Collaboration & Productivity: Slack, Google Workspace, Trello
- AI Productivity Tools: ChatGPT, Gemini, Claude, Grok

Professional Experience

Social Media Support Analyst II, *Coinbase* 04/2022 – 05/2026

- Delivered high-quality social media support for customers navigating cryptocurrency transactions and trading concerns.
- Reviewed complex cases, identified appropriate next steps, and coordinated escalations when additional support was required.
- Helped identify workflow and system improvement opportunities that supported team productivity and case handling.
- Leveraged Sprinklr, Salesforce, Jira, Confluence, Slack, and Google Workspace to manage customer cases, maintain documentation, and collaborate remotely.

IT Project Manager / Support Manager, *SPK and Associates LLC* 08/2021 – 03/2022

- Managed Jira support requests by researching issues, identifying the appropriate technical resource, and tracking progress through resolution.
- Organized ticket schedules and communication among stakeholders to support timely project delivery.
- Updated Confluence and SharePoint documentation, helping maintain an accurate knowledge base for teams and clients.

Inside Sales Agent, *Phone Animal* 12/2020 – 06/2021

- Followed up on inbound leads and conducted outbound cold calls and email outreach to identify new sales opportunities.
- Qualified prospects and connected them with clients for further needs assessment and sales development.
- Collaborated with the sales team to refine target-market outreach and strengthen prospecting efforts.

Customer Care Associate, *Asurion* 05/2019 – 11/2019

- Managed claims-related customer inquiries, request filings, account updates, and documentation requirements.
- Monitored claim statuses to identify issues and provided proactive follow-up to support timely processing.
- Combined customer support with consultative upselling of mobile and home insurance products.

Technical Support Representative, *IBM* 05/2018 – 04/2019

- Resolved employee and contractor requests involving password resets, login access, and hardware or software issues for daily-use systems.
- Monitored reported outages, verified service-impact information, and escalated or communicated incidents as needed.

Co-owner / Operations Manager, *The Hideout Grill and Restaurant* 03/2017 – 03/2018

- Co-owned and managed a restaurant and bar, overseeing daily operations, customer service, and staff support.
- Addressed operational and customer concerns to help maintain efficient service and a positive guest experience.
- Balanced management responsibilities with hands-on bar service in a high-volume environment.

Customer Service & Technical Support Representative, *TeleTech* 02/2012 – 06/2015

- Assisted customers on a prepaid telecommunications account with activations, cancellations, account updates, and general service inquiries.
- Addressed service and billing concerns in accordance with established support processes, including issuing eligible credits.

Directory Assistance Operator, *KGB Philippines* 03/2010 – 10/2011

- Delivered directory-assistance support by providing callers with phone numbers for individuals and businesses.
- Responded accurately to customer requests for train schedules, driving directions, and cinema showtimes.

Certifications & Professional Development

- Jira Fundamentals Badge
- Confluence Fundamentals Badge
- Jira Service Management
- SharePoint Training: Beginner and Intermediate

Education

Computer Science, Major in Programming, *University of Makati* 06/2006 – 03/2008