



Pristine Joy R. Ibanez

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Objective

Results-driven Technical Support Representative with 2 years of experience diagnosing and resolving complex hardware, software, and network issues. Seeking to bring a proven history of maintaining great scores on KPI and being a top seller agent for 4 consecutive months, giving strong technical troubleshooting skills to the team at Sutherland

Experience

Worked in a BPO company, being a technical and sales support representative for more than a year, providing resolutions for hardware issues and generating sales revenue through customer warranties.

EDUCATION

Tertiary Education

Victoria National Highschool, Tarlac

Secondary Education

St. Therese of Rose school, Caloocan

Primary Education

Em's signal village, Taguig City

Interest

- Watching western series and k-drama
- Listening to music
- Doing volunteer work
- Playing sports like badminton and volleyball

Skills and Qualification

Qualification

- Results-driven Technical Support Specialist with 2 years of experience providing high-tier troubleshooting in the technical sector, combining robust technical aptitude with an innate ability to drive expansion revenue through consultative upselling.
- Patient-centric communicator skilled at translating complex software and medical device features into clear, value-driven solutions for healthcare providers, administrators, and patients.
- Compliance-focused professional with a strong foundation in managing sensitive patient data (PHI) under strict regulatory guidelines while meeting demanding corporate KPIs.
- Volunteered as healthcare staff at a rural health center for a month, assisting patients with their health concerns. Providing a good impression and positive vibes.

Hard skills

- Technical skills. knowledgeable in some software like Microsoft Word, PowerPoint, and Excel, Microsoft Dynamics, and Google Workspace.
- Literate in digitally acquiring native knowledge in social media and internet usage.

Soft skills

- Communication - Able to communicate my thoughts clearly.
- Teamwork: Gain experience collaborating with others in groups for assignments or extracurricular activities.
- Adoptability - Willingness to learn new set of skills needed in the workspace.
- Time management - Prioritizing task on time to meet the deadline given.

Pristine Joy R. Ibanez
Applicant