

Employment History



Ronnel Mangaoang

In everything you do, put God first.

PERSONAL DETAILS

Date of Birth: July 19, 1985
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INTERESTS

I love to cook native Filipino food.
Outdoor sports like basketball and swimming.
A fan of big bikes and MotoGP.

MY SKILLS

Communication skills
Team Management
Technical support
Experienced in sales
Office suites, MS Office, Google suites

FIND ME AT:

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Facebook: <https://www.facebook.com/nelro35>

ACADEMIC BACKGROUND

Don Mariano Marcos Memorial State University-Mid La Union Campus (DMMMSU-MLUC)

Bachelor of Science in Information Technology, Batch 2010 GRADUATE

I was a basketball varsity at that time, created online tracking system for IT graduates of our school as our final team project.

Aringay National High School

Class of 2001

I was a basketball varsity at that time, awarded as one of the most responsible class president.

Customer Success Manager - Tenant Cloud

Taking inbound calls and email tickets. Assisting in using the software for Property owners, property managers, contractors, and tenants.

Tools used: Hubspot, Slack, and Jira

From May 2025 - Oct 2025

Customer Support - Contractor | Modsquad

Handling chats, email tickets, and calls. Accounts handled are MBS Direct and MBS Helix, Shared accounts, Jackery power stations, RockStar, and Odin

MBS Direct - We assist students, professors, and bookstore managers. This is about online materials like ebooks. Blended calls, email, and live chat.

MBS Helix - We assist students with online orders for both physical and digital orders. Blended calls and email tickets.

Shared accounts - multiple accounts like Razor, Mobilitie, Vinfo, etc.

Jackery power stations - Blended calls, email, and live chat. Assisting customers via email. Refunds and replacements, promotions, and order tracking.

Odin Ice bath - Email and live chats. Assisting customers with product inquiries, pricing, and delivery time frames.

RockStar - Email tickets. Assisting players with account management and providing technical support.

LiveXchange-Quorum - As appointment coordinator, occasionally dialing leads, fixing and booking online appointments in Dealermine.

Tools used: Zendesk, Hubspot, Intercom, and Slack.

From August 2022 - April 2025

Helpdesk - Agents Only LLC

Dominos order taker, team POC, monitoring calls of the mini team, and coaching agents. Assisting agents with tools and other technical issues

Tools used: Salesforce and Slack

Graveyard shift

From Oct 18, 2021 - Sept 19, 2022

Customer Service Specialist - TaskUs House Team Work

DoorDash Dasher Chat, DoorDash Merchant Inbound, Consumer Escalations
Handled inbound calls, live chat, and email tickets. Online food delivery.

Tools used: Salesforce, Teams.

Graveyard shift

From Aug. 26, 2020 - Sept. 15, 2021

Smarter Call Center - Customer Service Agent
CURB - Taxi dispatch

Taking inbound calls from customers, booking a ride, and performing outbound calls to reach out to the drivers nearby.

Reason for leaving: Pandemic, no available hours

From: **March 2020 - June 2020**

Inside Sales Agent - Century 21 Northwest

Dialing leads - residential/commercial property owners from expired listing/FSBO to list and sell the property, direct transfer to real estate agents, sending hourly sales report, EOD report, weekly report, joining morning and afternoon role play sessions.

Software used: pipeline, Zillow, Vulcan7, mojo, Zoiper

From: **Oct. 23, 2019 to Dec 6, 2019**

Customer Service Associate II -Concentrix Clark, Pampanga Philippines,
ISM

Multiple lines of business handled, including customer service, technical support, and sales (Macy's and Bloomingdale's, Slimware Utilities, Directv and AT&T Gencare). Taking Sup calls and providing assistance for agent inquiries. Recognized as one of the top performers. Graveyard Shift, 9hrs/day

Tools used: Salesforce

Graveyard shift

From Sept 2016 - Sept.7, 2019

Customer Service Representative - Sutherland Global Services, Clark City

Taking inbound calls and chats from customers, handling refunds, replacements, tracking orders, promotions, account management, product info, etc.

Amazon.com (voice and chat) and Amazon.in

Tools used: Amazon CSC, (KC) Knowledge center

Graveyard shift

From Oct 2013 - Oct 2015