



Jon Paul Dolleton Guiapar

IT Technical Sales Support Representative



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Purok 2, Block 2 A.,
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Muntinlupa City
Philippines

Education

Bachelor's Degree in
Information Technology
Major:
Information Technology

Informatics College
2016-2019

Skills

Troubleshooting common issues on
Basic Programming

Summary

With over 3 years of dedicated experience in technology sales support, I am a seasoned IT sales professional adept at developing new business and fostering Customer relations.

Experience

Seller Support Associate (Amazon)

Majorel
Northgate Alabang, Muntinlupa City
2019 - 2021

- Address the Sellers Concern System Issues and Identity Improvements in their Offering/Listing through Chat or Email.
- Consolidate well known issues by logging internal tools and report them to our partners.
- Facilitated communication between internal departments and external customers, ensuring seamless order fulfillment and customer satisfaction.

Customer Service

ENZO'S Consumers Good Trading
Muntinlupa City
2022-2024

- Resolved Billing discrepancies and payables handle customer inquiries, resolve complaints process orders, manage returns or exchanges and provide product or service information all while ensuring customer satisfaction.

Yalex

IT/Print Technician

Muntinlupa City
2018-2020

- preparing and producing documents by arranging their visual appearance (formatting) to be clear and attractive and then transferring them to a physical copy or digital file (printing).
- installs, maintains, and repairs hardware, software, and network systems, acts as the first point of contact for IT support,