MICHAEL David ALVERO

Technical Support Specialist

📍 San Pablo City - Philippines

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SOCIAL

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PROFILE

I am a self-taught, highly motivated and goal-oriented professional with over 10 years of experience providing technical support for customers through phone, live chat, email etc.

EDUCATION

Web Programming
MSC Institute of Technology
2008 - 2010

BA Communication Arts
University of the Philippines (Baguio Campus)
2005 - 2006

INTERESTS

🎧 Music   🕹 Games   📖 Read

🍲 Food

EXPERIENCE

CoinAlpha - Hummingbot
From June 2021 to present | Senior Support

- Provide support for Hummingbot client & Liquidity Mining Platform
- Respond to user inquiries on all supported platforms (Discord, Email,Zendesk, Reddit, Github)
- Create Zendesk tickets for technical issues and escalated when needed
- Perform testing for reported issues and open Github tickets if necessary

Simpaltek - Nexx
August 2018 to present | Level 2 Support

- Provide second tier email and phone support for escalated issues
- Maintain product knowledge base (create / modify manuals, guides etc)
- Work closely with developers and report and test issues with both the app and devices

OpenSpend - Salon and Spa Ultimate
September 2014 - July 2018 | Operations Assistant

- Provided support / troubleshooting / software training for end - users
- Did initial interview, training and supervision of newly onboarded agents
- Beta testing and reporting bugs and other software issues to developers
- Acted as team leader and supervised agents and provided level 2 support

Convergys Philippines Services Corp. - DirecTV
December 2012 - June 2014 | Sales and Service Rep 2

- Assist customers with their billing questions / concerns
- Perform basic troubleshooting for the customers
- Routing customers to the correct department for other concerns

Asia Accudata Enterprise - Dickson Co.,
August 2009 - November 2012 | Technical Sales

- Assist clients over the phone, email or by on site visits
- Provide technical and after - sales support for clients.
- Generate sales through phone calls and email campaigns
- Process quotations / purchase orders from clients

SKILLS

- Remote login tools - LogMeIn Rescue & Central, MSP, TeamViewer, VNC, RDP, SSH
- Basic working knowledge of HTML / CSS / SQL
- Experience working with VMs using VirtualBox & VMWare as well as Docker
- Familiar with using popular ticketing systems (Desk.com, JIRA, Zendesk)
- Experience working with Github

LANGUAGES

- English
- Filipino