



# Jan Von Lagunzad

## Subject Matter Expert

I have an extensive experience in technical support roles, ranging from troubleshooting camera issues to complex hosting and website problems. I have developed strong technical skills and a deep understanding of technical concepts, which have helped me excel in my roles. In addition to my technical expertise, I have also developed strong communication and customer service skills, which are essential in any technical support role. I have demonstrated leadership skills in mentoring and guiding junior support representatives and contributing to the development of support processes and procedures.

## Contact

### Mobile

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### Address

108 1st Street Sampaguita,  
Barangay 59-A, Tacloban City,  
Leyte, Philippines.

## Education

2012

**Information Technology**  
Asan College of Technology

## Expertise

- Zendesk CRM
- Salesforce CRM
- Microsoft Excel
- Web Hosting
- Technical Support
- Team Management
- Analytical Skills
- Customer Support
- Security Cameras
- Crypto Currency
- WHMCS
- cPanel

## Experience

### ● May 2023 - Present

Minmax Group LLC | 30 North Gould St, Sheridan, WY, USA

### Freelancer

I am the sales representative of HostFast one of the Brands in Minmax Group. My role is to answer the chat or to callback the customer if they have any questions about the product then I will assist them to order if needed. I can also order it on their behalf using our WHMCS tool.

### ● Apr 2018 - Dec 2020

TasksEveryday | 15th Flr. China Bank Building

### Subject Matter Expert

As a Senior Subject Matter Expert, I was responsible for providing assistance to other agents within my team. This involved managing the team, doing coaching when necessary, and barging into calls to make sure agents are troubleshooting issues correctly and providing accurate information. The individual's role was similar to that of a supervisor in other companies, but they were titled as an SME in this organization.

My Primary responsibility was to ensure that the team that was assigned to me was providing high-quality customer service and delivering accurate solutions to customer issues. I had to work closely with the agents to identify areas for improvement and provide coaching or training to help them develop their skills.

### ● Jul 2017 - Apr 2018

TasksEveryday | 15th Flr. China Bank Building

### Technical Support Analyst

As a Technical Support Analyst, I was responsible for troubleshooting customer issues related to cameras. This involved providing assistance to customers who reported issues such as blurry images or no sound in their video recordings. In addition, I also helped customers with product setup if they were new to the product.

This role required a strong understanding of camera technology and the ability to troubleshoot technical problems in a fast-paced, customer-focused environment. I have worked closely with customers to identify the root cause of their issues and provide clear and concise instructions on how to resolve them.

### ● Aug 2015 - Jun 2017

Teleperformance | 3rd Flr. Insular Building

### Technical Support Representative

As a Technical Support Representative at Telstra, I was responsible for troubleshooting and resolving customer issues related to speed, network latency, and modem configuration. This role required a strong understanding of networking concepts and the ability to troubleshoot complex technical and internet problems

My experience in this role helped me develop a strong understanding of networking concepts and the ability to troubleshoot technical problems in a fast-paced, customer-focused environment. This experience has helped me develop my communication and customer service skills, which are essential in any technical support role.

# Language

English

Filipino

● Jul 2012 - May 2015

IONOS | 16/F i3 Bldg. Asiatown, IT Park

## Advance Technical Support Representative

As an Advanced Technical Support Representative at 1&1 Internet, Inc., I was responsible for handling American and European calls and emails related to hosting, email, and website issues. I was tasked with troubleshooting and resolving complex technical problems, as well as managing bug reports. This role required a deep understanding of technical concepts and the ability to communicate effectively with customers to provide solutions in a timely and efficient manner.

Overall, this role required a combination of technical expertise, strong communication skills, and the ability to work effectively in a team environment. My individual experience in this role likely prepared me well for future technical support positions and helped me develop the skills needed to excel in a fast-paced, customer-focused environment.

## Reference

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