

Contact

Malaysia
0176682132 (Mobile)
zackyabas@yahoo.com

www.linkedin.com/in/zacharyabas
(LinkedIn)

Top Skills

Technical Support
Customer Service
Troubleshooting

Certifications

ITIL Certified
Job Skills: Supply Chain and
Operations
Salesforce Winter '19 Release First
Look
Certified Support Professional

Zachary Abas

Your Next IT Support Specialist
Petaling Jaya, Selangor, Malaysia

Summary

Not your ordinary technical support specialist. I have 10 years of work experience as a technical support representative. Handling multiple tasks depending on operational requirement and processes. Providing technical support assistance to corporate end users and consumers. You will consider me as one of the companies best asset. Lastly, technical skills can be learned, just show me what you want me to do and I'll show you what I can do.

Experience

LOOKING FOR ONE

Your Next IT Support Specialist
September 2019 - Present

BD

Technical Support Specialist
May 2015 - September 2019 (4 years 5 months)
Kuala Lumpur, Malaysia

- Provide multi-channel technical support to customers including telephone and on-line service requests
- Document details of each support request in CareFusion CRM system
- Maintain timely and routine communication with customer on progress of work
- Manage service requests queue with the ability to recognize high priority problems and act quickly
- Analyze each support request for root cause; determine if the issue could be prevented by changes in the product or business processes
- Dispatch Field Service Technicians for hardware issues.
- Remotely connect to customers' systems to solve issue if possible

CSC

Service Desk Analyst
March 2012 - November 2014 (2 years 9 months)

- Provide customer support services to stakeholders on matters relating to the administration and day to day operational capacity of desktop and infrastructure.
- Oversees and coordinates with quick-response customer support team and interfaces with clients (over the phone, chat and email) to troubleshoot, analyze and diagnose more complex issues and engage appropriate technical resources to resolve client issues.
- Undertake call management which includes the initial registration, classification and triage.
- Resolve local operational service issues utilizing established standards and guidelines with particular emphasis on assessing client's needs.
- Resolve problems and issues directed to the service desk performing IT trouble shooting services.
- Escalate issues and problems according to service management incident, request and problem processes and procedures.
- Prepare and contribute to the development of correspondence and reports, maintain and document accurate resolution within the appropriate knowledge-base repository and incident management tools.
- Participate in the principles of Continuous Improvement and encourage the conduct of all the service delivery and management processes in line with these principles.

Sitel

TECHNICAL SUPPORT SPECIALIST

July 2011 - February 2012 (8 months)

OUTBOUND – Level2 Support (Resolutions Specialist)

- Review open tickets and prepare a report for action items next business day
- Follow up customer's issue and provide Total Problem Resolution (TPR)
- Completed Troubleshooting for disconnected calls and be able to provide long term solutions achieving customer satisfaction surveys
- Handle Escalations /SME

INBOUND

- Delegated with assisting customer in troubleshooting PRINTER issues
- Configuration and installation of Network and Personal Printers
- Consistent among the Top 10 Agents with CSAT of 90%
- Troubleshooting drivers and software issues
- Setting up of printer to work with the Wireless Network
- Diagnose customer printer for possible hardware issue
- Provide customer with answers on inquiries with product information
- Upsell Extended Service Programs (ESPs)

VXI Global Solutions, Inc
SALES SUPPORT REPRESENTATIVE
August 2010 - May 2011 (10 months)

- Assist clients concern in regards with product order and installation status.
- Reselling value to customers canceling orders to pursue with the orders.
- Providing quality and assuring customers the service they get with directv.
- Canceling and modifying orders for customers to provided needed equipment for installations
- Providing promotion to help customers save while getting the service they need.

Concentrix

Technical Support Representative
November 2008 - December 2009 (1 year 2 months)

- Subject Matter Expert/ Pioneering Tech Support for Linksys Networking Devices (SOHO)
- Attend to presales, customer inquiries and assist customer in software installations / modifications and features
- Provide technical assistance in software and hardware problems
- Appointed Pioneering Agent to lead a Special Project on First-Call-Resolution SPECIAL PROJECTS TEAM (LINKSYS)
- Appointed Tech Lead on Special Project for Outbound Calls for the enhancement or modifications on process following through CDO TAC's CSAT
- Achieved a 10% increase on Customer Satisfaction within the first three months of the program
- Handles Advice Line Calls to address clients inquiries and provide excellent Customer Service
- Excellent/ Very Good Key Performance Index Holder
- Assist customers by efficiently diagnosing and resolving technical issues and inquiries of LINKSYS by CISCO
- Responsible for promoting Linksys a division of Cisco products and services to customers and prospects.
- Resolving technical issues regarding small office / home office network with clients

Advanced Contact Solutions, Inc.
9 months

Quality Assurance Officer / Ticket Management
November 2006 - January 2007 (3 months)

- Develop assessment tools and methods for agents efficiency.

- Continuously assess performance (using objective instruments and subjective judgement)
- Recommend and/or implement continuous-improvement initiatives for agents and for the team.
- Monitor the status and effectiveness of improvement/corrective initiatives for the agents.
- Evaluates agents based on KPI's (Key Performance), coordinating with supervisors and managers for agents suggested coaching and development programs.

Technical Support Representative
May 2006 - November 2006 (7 months)

- Answers user inquiries regarding computer software or hardware operation to resolve problems with end user ISP.
- Handled internet and home networking problems of modem routers and switches.
- Install and perform minor repairs to hardware, software, or peripheral equipment following design or installation specifications.

Education

STI College CDO

Diploma in Computer Electronics and Technology, Computer Electronics and Technology · (2004 - 2006)

Philippine Southfield School

High School, High School/Secondary Diplomas and Certificates · (2000 - 2004)