



MARK FRANCIS POBLETE

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Technical Troubleshooting
- Email Support
- Data Entry
- Internet Research
- Content Moderation
- Customer Support
- Office Software

TOOLS

Zendesk
Shopify
Google Workspace
Meta Suite
Stripe
Yotpo

PERSONAL PROFILE

Experienced in **Content Moderation** for five years, with an additional five years in **Customer** and **Technical Support**. Skilled in problem-solving, ensuring compliance, and delivering excellent service in fast-paced environments.

WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE

[Partner Hero Philippines Corporation](#) | 2022 - 2024

- Providing an amazing customer experience across all channels including phone, email, and live chat.
- Showing a strong comprehension of all policies and procedures.

APP/CLOUD SUPPORT NEW ASSOCIATE

[Accenture Inc](#) | 2021 - 2022

- Program, design and maintain software applications.
- Integrate systems and data quickly and effectively.

TECHNICAL SUPPORT REPRESENTATIVE, CUSTOMER SUPPORT REPRESENTATIVE

[RMS Collect Phils. Inc \(IQOR\)](#) | 2018 - 2021

- Diagnose and resolve issues related to network connectivity, service outages, and hardware issues.

CONTENT MODERATOR

[TaskUs Inc](#) | 2013 - 2018

- Review profile information such as name, profile picture, and bio against documentation to ensure the profile is accurate.
- Research and investigate basic information online.

EDUCATION HISTORY

[San Sebastian College Recoletos de Cavite](#)

- Bachelor of Science in Information Technology, 2013