Candidate #CS-1521

Technical Support Analyst · 3 years experience

Candidate ID: CS-1521

Category: Customer Suppo **Experience:** 3 yrs **Location:** Manila, Philippine **English:** C1 **Fee:** A$1,100/mo

This CV has been anonymised by Adept Staffing Solutions to protect candidate privacy.
Employer names, personal contact details, and identifying information have been removed.
To arrange a screening call, contact us at adeptstaffing.com.au.

PROFESSIONAL SUMMARY

I'm a technical support analyst with three years troubleshooting SaaS platform issues for Australian customers. I triage tickets, reproduce bugs, write clear reproduction steps for engineering, and communicate technical concepts simply to end users. I hold a COMPTIA A+ certification and I'm comfortable working in Zendesk, Confluence, and basic SQL for database lookups. I'm known for thorough investigation — I don't close a ticket until the root cause is confirmed.

SKILLS

Technical troubleshooting | Bug reproduction & reporting | Zendesk | Basic SQL | Confluence documentation

WORK EXPERIENCE

Technical Support Analyst

AU SaaS platform · 2022-03 – Present

Handled Tier 1 and Tier 2 technical tickets. Reduced escalation rate from 28% to 11%.

Help Desk Analyst

PH IT outsourcing company · 2021-01 – 2022-02

First-line IT support for AU and US enterprise clients. Managed Active Directory accounts and VPN access.

CERTIFICATIONS

* **CompTIA A+**
  CompTIA · 2021-04 · Verified by Adept