



ISMA-AE MEESAYALONG
TECHNICAL SUPPORT CONSULTANT

OBJECTIVE

Seeking a position in Customer service (Hardware and software) field where excellent analytical and technical skills can be utilized to improve the company's profitability

PERSONAL

Name: Isma-ae Meesayalong

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Address: 42/63 Moo3,
Satengnok, Maung Yala 95000
Thailand

Date of birth: 30-01-1990

Gender: Male

Nationality: Thai

Marital status: Married

LANGUAGES

Thai fluent

English fairly

Malay Good

WORK EXPERIENCE

SENIOR TECHNICAL SUPPORT CONSULTANT

JUN 2022 - PRESENT

Concentrix (Malaysia) CO., LTD., Kuala Lumpur, Malaysia

- Escalation of issues to the Product Support team and/or Technical Support Manager in order to resolve the issue to the customer's complete satisfaction.
- Analytical, articulate, result-oriented and provide excellent follow-up.
- Displays excellent communication skills and works effectively with customers from various cultural backgrounds who have varied levels of technical knowledge.
- Answer and handle customer inquiries, complaints and 1st level escalations from customers.

SENIOR TECHNICAL SUPPORT TECHNICIAN

MAY 2021 – MAY 2022

Concentrix (Thailand) CO., LTD., Bangkok, Thailand

- Diagnosis, troubleshoot and responds to customer technical problems/issues related to hardware, software and networking via e-mail/chat, online, social media and phone.
- Assists customer by diagnosing problems and providing resolutions for technical service or care issues,
- Escalation of issues to the product support team and technical support manager in order to resolved the issue to the customer's complete satisfaction.

**IT SUPPORT HARDWARE AND SOFTWARE
(ONSITE SERVICE)**

NOVEMBER 2019 – FEBRUARY 2021

Synergy global network Co, LTD., Bangkok, Thailand

- Assume the technical resolution ownership from customer when issue is escalated.
- Monitors and tracks issues to ensure accurate resolution.
- Maintenance assigned servers devices such as firewall, SW, Hyper convert

TECHNICAL SUPPORT CONSULTANT (L2)

AUGUST 2016 – JANUARY 2019

Convergys Malaysia Sdn Bhd., Kuala Lumpur, Malaysia

- Assume the technical resolution ownership from L1 agent when issue is escalated.
- Maintain accurate call logging and tracking info in Dell CRM system (Delta).
- Remains knowledgeable of Dells product line, current industry products and technologies.
- Monitors and tracks issues to ensure accurate resolution.
- Reviews and distributes pertinent cross-functional information.
- Escalates more complex customer technical issues to product support group.
- Prepare technical root cause analysis report when required
- Provide technical coaching and mentoring for frontline L1 agent to improve the quality and accuracy of troubleshooting as well as driving down the dispatch cost.

TECHNICAL SUPPORT CONSULTANT (L1)

OCTOBER 2014 – AUGUST 2016

EMERIO, Penang Malaysia.

- Escalation of issues to the Product Support team and/or Technical Support Manager in order to resolve the issue to the customer's complete satisfaction.
- Analytical, articulate, result-oriented and provide excellent follow-up.
- Displays excellent communication skills and works effectively with customers from various cultural backgrounds who have varied levels of technical knowledge.
- Answer and handle customer inquiries, complaints and 1st level escalations from customers.

EDUCATION AND QUALIFICATION

BACHELOR'S DEGREE IN COMPUTER SCIENCE

JUN 2009 – AUGUST 2013

Fatoni University (FTU), Pattani, Thailand

Faculty: Science and Technology

Major: Computer Science (International

Course) Grade: 3.01

ADVANCED LEVEL IN ENGLISH LANGUAGE

APRIL 2008 – MARCH 2019

Language center, Yala, Thailand

Language Major: advanced level

Course) Grade: 2.89

KEY SKILLS AND CHARACTERISTICS

Strong interpersonal & Communication skills & MS office Suite & WPM 40 & Ability to work collaboratively as part of a team & Problem solving & soft skill customer support & Excellent Organizational skills

REFERENCES

TEAM LEADER CONCENTRIX (MALAYSIA) CO., LTD.

Mr.Usworn Khumwong

Usworn.khumwong@concentrix.com