

Cesario Corbita Miking Jr.

Network Support / Senior Corporate Trainer



I am a skilled professional with extensive experience in network support, technical training, development and graphic design. I excel in diagnosing complex cases and delivering training programs that boost team performance. My strong communication and collaboration skills enable me to work effectively with stakeholders to align support and training with organizational goals. Additionally, my graphic design expertise enhances training materials and marketing efforts. I am passionate about excellence and innovation and committed to using my diverse skills to drive organizational success and achieve outstanding results.

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📅 23 November, 1998

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WORK EXPERIENCE

Technical Senior Trainer - Level 2

Concentrix Inc.

08/2022 - 06/2024

Manila, Philippines

A company that provides business process outsourcing, specialized in providing excellent customer engagement, IT consulting, IT enabled services and technology innovation.

Achievements/Tasks

- Design and develop comprehensive training materials, including manuals, presentations, and interactive content tailored to specific learning objectives. Ensure that training content aligns with business goals and addresses the top call drivers and performance metrics.
- Facilitate discussions and interactive sessions to ensure participants engage and understand the content effectively. Deliver advanced networking training programs through practical workshops and classroom sessions.
- Provide mentorship to junior trainers and technical staff, helping them develop their skills and improve their training delivery. Lead "Trainer the Trainer" sessions, demonstrating training methods and gathering feedback to improve teaching strategies.
- Collaborate with multiple key stakeholders to identify training needs, gather input, and refine training programs. Communicate the vision and strategy for classroom delivery and ensure alignment with organizational goals.
- Conduct performance analysis post-training to validate the impact and make necessary updates to training materials. Oversee the implementation of training programs and collect feedback from participants and stakeholders to assess effectiveness.
- Maintain and update training materials regularly to reflect changes in technology, processes, and organizational needs. Ensure that all training content is current, accurate, and relevant to participants' roles and responsibilities.

Contact : Chisleu Postrero - 09107769681

Network Support Advisor - Level 2

Concentrix

06/2022 - 10/2022

Manila, Philippines

Concentrix is an American business services company specializing in customer engagement, business performance and technology innovation.

Achievements/Tasks

- Diagnose and resolve complex network issues that go beyond the capabilities of Level 1 support staff. Perform detailed network diagnostics and analysis to identify and address performance bottlenecks and connectivity problems.
- Act as an escalation point for Level 1 support advisors, providing guidance and solutions for more challenging issues. Collaborate with higher-level support teams and other departments to resolve intricate network problems.
- Clearly communicate technical concepts and solutions to non-technical users, ensuring they understand the issues and resolutions. Generate reports on network performance, incidents, and resolutions to help identify trends and areas for improvement.

Contact : Jesshema Tan - 09922571380

SKILLS

Website Development (WordPress)

Graphic Design / Editing

Instructional Design & Development

Training Delivery & Management

Organizational & Project Management

Network Protocols & Standards

Continuing Professional Development

Entry HTML & CSS

Data Entry & Analysis

Curriculum Development

Microsoft Offices 365

ACHIEVEMENTS

Best In Animation (03/2016 - 03/2017)

Best In Programming (04/2018 - 04/2019)

NCII Computer System Servicing (03/2018 - 03/2019)

CERTIFICATES

Curriculum Developer Certification (07/2024)

Pro5.ai

Six Sigma Yellow Belt Certification (10/2022)

Concentrix University

Computer System Servicing NCII workshop (02/2017)

LANGUAGES

English,

Full Professional Proficiency

Filipino

Native or Bilingual Proficiency

WORK EXPERIENCE

Network Support Advisor - Level 1 Concentrix

08/2021 - 06/2022

Manila, Philippines

Concentrix is an American business services company specializing in customer engagement and business performance.

Achievements/Tasks

- Respond to and resolve basic network issues and inquiries from users promptly and efficiently.
- Perform initial diagnostics to identify the root cause of network problems, utilizing basic troubleshooting tools and techniques.
- Manage and prioritize support tickets, ensuring timely resolution and adherence to service level agreements (SLAs).
- Communicate technical concepts and solutions clearly to non-technical users, ensuring they understand the issue and its resolution.
- Monitor network systems and performance metrics to proactively identify potential issues and areas for improvement.
- Assist in generating reports on network performance and support activities to help identify trends and opportunities for improvement.

Contact : Van Jardeleza - 09215927095

Google WiFi Technical Support Sykes Asia Inc.

02/2021 - 08/2021

Makati, Ayala

The company provides business process outsourcing services, IT consulting, and IT enabled services, such as technical support and customer service.

Achievements/Tasks

- Diagnose and troubleshoot connectivity, performance, and configuration issues to identify root causes and provide solutions. Deliver excellent customer service by addressing user inquiries and concerns with patience and professionalism.
- Assist users with the initial setup and configuration of Google WiFi devices, ensuring proper network integration. Identify potential interference sources and suggest solutions to improve signal strength and stability.
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Contact : Roxanne Marfega - 09260657969

Google Home Technical Support Sykes Asia, Inc.

07/2019 - 01/2021

Makati, Ayala

SYKES is a business process outsourcing in providing inbound customer engagement services, like communications, financial, healthcare, and technology.

Achievements/Tasks

- Assist with connectivity issues between Google Home devices and Wi-Fi networks, ensuring seamless integration. Communicate technical solutions clearly and effectively to users of varying technical proficiency.
- Guide users through the setup and configuration of Google Home devices, ensuring proper connection to Wi-Fi networks and other smart home devices.
- Escalate unresolved or complex issues to higher-level support teams or engineering teams when necessary. Identify opportunities to improve support processes and user experience by analyzing recurring issues and suggesting enhancements.

Contact : Roxanne Marfega - 09260657969

Customer Service Representative (Billing) IQOR Philippines

06/2017 - 07/2019

Dasmariñas, Cavite

iQor is a business process outsourcing company which provides customer service, third-party collections and accounts receivable management.

Achievements/Tasks

- Provide high-quality support and assistance to clients regarding financial products and services, ensuring their queries are resolved promptly and accurately.
- Utilize in-depth knowledge of financial products, such as banking, investment, insurance, and lending solutions, to guide clients towards informed financial decisions.

Contact : Shan Virgel Cabugwang - 09054821842

INTERESTS

Video/Photo/Web Design

Swimming

Travelling

Reading

Hiking

EDUCATION

Bachelor of Science in Computer Science Far Eastern Polytechnic College

03/2015 - 04/2019

Dasmariñas, Cavite

Courses

- Integration of Audio/ Video CCTV Portal for Far Eastern Polytechnic College a technological intervention