

Christian Arkins Paradeza

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Portfolio: christianparadeza.com

Available for afternoon/night shifts (incl. weekend & holiday standby)

PROFESSIONAL SUMMARY

Technical Support Specialist with 10+ years in customer-facing technical support and operations, currently supporting business and residential customers over chat, email, and phone. Hands-on with API- and webhook-based workflow automation (n8n, Make, Zapier), CRM and support tooling, and networking fundamentals. Known for explaining complex technical issues to customers clearly and concisely, driving root-cause fixes, and consistently exceeding SLA and CSAT targets. Passionate about technology — currently self-studying for the CCNA certification and building AI automation workflows in my own time.

WORK EXPERIENCE

Technical Support Specialist

Apr 2024 – Present

AT&T Global Services | Brno, Czech Republic

- Resolve 50+ technical and billing cases daily via chat, email, and phone, consistently meeting or exceeding SLA targets.
- Troubleshoot internet connectivity, TV, and subscription service issues, diagnosing hardware, configuration, and network-level faults for business and residential customers.
- Translate technical findings into clear, step-by-step guidance for non-technical customers, improving first-contact resolution.
- Collaborate cross-functionally on escalations, reducing repeat contacts by identifying root causes and driving workflow improvements.

Team Leader

Mar 2021 – Apr 2024

Concentrix | Kuala Lumpur, Malaysia

- Led and coached a team of 15 customer support specialists, maintaining CSAT above 90% in a KPI-driven, SLA-bound environment.
- Ran regular business reviews with clients, presenting performance data, SLA outcomes, and data-driven improvement plans.
- Cut escalation resolution time by 25% through quality audits and process optimization.

Content Moderator / Acting Team Lead

Feb 2020 – Feb 2021

Concentrix | Kuala Lumpur, Malaysia

- Moderated high volumes of user-generated content for policy compliance, consistently meeting accuracy and throughput targets.
- Managed daily workflow, reporting, and team coordination as Acting Team Leader during leadership transitions.

Business Operations Specialist

Nov 2018 – Jan 2020

Manulife | Quezon City, Philippines

- Coordinated operational processes, escalations, and incident management across multiple business units.
- Supported onboarding, compliance documentation, and process improvements, reducing processing errors by 15%.

Business Operations Associate

Apr 2017 – Oct 2018

Manulife | Quezon City, Philippines

- Maintained insurance policy records and processed financial product transactions with high accuracy.
- Handled intermediate claims processing, contributing to a consistent reduction in claims backlog.

Technical Support Engineer I & II

Apr 2014 – Mar 2016

Convergys | Eastwood City, Philippines

- Diagnosed and resolved Windows OS, software, and hardware issues for enterprise clients, achieving first-call resolution above 80%.
- Performed OS reinstallation, system recovery, and virtual machine troubleshooting.

IT & TECHNICAL SKILLS

APIs & Automation: REST APIs & Webhooks, n8n, Make.com, Zapier, GoHighLevel, Claude, Prompt Engineering, Workflow Mapping

Technical Support: Windows OS, Remote Support, Root-Cause Troubleshooting, Chat/Email/Phone Support, Technical Documentation

Networking: TCP/IP, DNS & DHCP, Subnetting, Routing & Switching, VLANs, NAT, ACLs, Cisco IOS/CLI, Network Troubleshooting

Productivity: Excel (Pivot Tables, Reporting), PowerPoint, Teams, SharePoint, Outlook, Microsoft 365, Slack

PROFESSIONAL SKILLS

Customer Orientation | Clear Technical Communication | KPI/SLA Reporting & Analysis | Incident & Escalation Management | Stakeholder Management | Coaching & Development | Process Improvement

EDUCATION & CERTIFICATIONS

BS Psychology – University of the East, Manila

Lean Six Sigma Black Belt – MF Treinamentos

Lean Six Sigma Green Belt – MF Treinamentos

LANGUAGES

English – Fluent | Filipino – Native