

# John Christian Cabrera

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## WORK EXPERIENCE

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### CLICKUP

#### *Technical Support Lite*

*Aug 2024 - Present*

- Communicated with customers primarily via email to provide effective support and resolve inquiries.
- Identified potential bugs and documented defects to ensure platform reliability and performance.
- Conducted API troubleshooting and resolved complex issues related to webhooks and other advanced technical challenges.
- Participated in the Technical Support Lite program, progressively ramping up responsibilities to evaluate readiness for a full Technical Support Specialist position.

#### *Customer Support Specialist*

*Nov 2023 - Aug 2024*

- Encouraged clients to maximize their use of platform features and developed beneficial workflows to supercharge their efforts.
- Corresponded with clients via email, chat, and phone to provide seamless support.
- Owned the customer experience by leading customers to solutions with minimal effort.
- Articulated insights from customers to product, development, and marketing teams, contributing to the continuous improvement of the platform.
- Collaborated with colleagues at all levels throughout the organization to find and deliver the best solutions.
- Educated and empowered users to become proficient and successful platform users.
- Contributed to the improvement of team processes and client-facing support documentation.
- Acted as an ambassador for the platform, helping customers and stakeholders succeed in their roles.
- Drove product change and improvement through continuous feedback and participation in projects aimed at making the platform a leading productivity tool.

### PRINTRAIL

#### *FullStack Developer*

*Jul 2023 - Present*

- Engineered and launched a 24/7 accessible landing page for a printing business, enhancing online presence and driving customer engagement through a responsive, SEO-optimized design using React, Next.js, and Tailwind CSS.
- Developed and deployed an event management web application for a wedding, enabling seamless RSVP management and guest communication. This real-world application demonstrated the platform's reliability and efficiency, laying the groundwork for broader adoption.

### MGIUK GLOBAL VISA SERVICES

#### *Fullstack Developer/IT Support (Freelance)*

*Jan 2023 - Oct 2023*

- Invoicing System & Visa Evaluation Form: Built a web-based invoicing system for financial management and a user-friendly UK visa form to simplify the application process.
- IT Infrastructure Setup: Configured HubSpot for improved lead management and customer engagement; implemented Office 365 to boost team collaboration and productivity.
- Domain Management: Managed web assets and email services, resolving domain-related technical issues.
- Web Development Expertise: Utilized technologies like React, TypeScript, Next.js, MongoDB, MySQL, Tailwind CSS, HTML, CSS, JavaScript, Node.js, and Prisma ORM to create web applications that increase efficiency to company's processes.

### CONCENTRIX

**Cagayan de Oro City**

#### *Sr. Trainer*

*Apr 2023 - Nov 2023*

- Content Creation: Developed up-to-date training materials.
- Project Management: Coordinated with stakeholders to achieve training goals.
- Intern & OJT Training: Provided practical training and insights for professional growth.

- Technical Expertise: Shared knowledge in technical areas to equip learners with skills.

**SME/Sr. Trainer**

*Sep 2022 - Apr 2023*

- Training Module Creation: Crafted modules focused on game mechanics, lore, and strategies to enhance team understanding and performance.
- Subject Matter Expertise: Addressed questions, resolved doubts, and guided all aspects of the game, improving team effectiveness and customer satisfaction.
- Game Company CRM Utilization: Managed CRM tools specific to the game company, streamlining support processes and training new team members for optimal use.
- Continuous Learning: Promoted ongoing learning, keeping the team updated with the latest game developments and strategies for superior support.

**Trainer II**

*Apr 2022 - Sep 2022*

- Content Creation: Produced engaging and current training materials to facilitate effective learning.
- Project Management: Directed training projects from planning to evaluation, meeting objectives within deadlines and budgets.
- Intern and OJT Training: Offered hands-on training and insights, aiding professional growth and real-world readiness.
- Technical Expertise: Delivered training on a wide array of technical subjects, imparting valuable skills through expertise and experience.

**Trainer I**

*Aug 2019 - Dec 2021*

- New Product Rollouts: Trained teams effectively for new product introductions.
- CCNA Certification: Gained in 2020, demonstrating dedication to tech proficiency.
- Salesforce: Enabled better use of CRM for improved business processes.
- Content Creation: Produced accessible and compelling training videos and materials.

**L2 Technical Support Specialist**

*Aug 2018 - Aug 2019*

- Advanced Networking Expertise: Troubleshoot complex network problems, optimizing performance and security.
- Salesforce Proficiency: Leveraged CRM for better support operations and data-driven improvements.
- Efficient Ticket Management: Prioritized support requests to enhance response times and satisfaction.
- Cross-Functional Collaboration: Worked with other teams to relay customer feedback for product improvement.
- Exceptional Customer Engagement: Communicated clearly, fostering client independence and reducing ticket volume.
- Training and Knowledge Sharing: Educated L1 agents on technical issue resolution and Salesforce use.
- Performance Metrics: Surpassed key support metrics, showcasing a strong commitment to service excellence.

**Technical Chat Support**

*May 2017 - Aug 2018*

- Chat-Based Support: Managed technical inquiries and resolutions through chat.
- SOHO Networking Expertise: Assisted with connectivity, configuration, and troubleshooting.
- Salesforce Proficiency: Logged and tracked cases for effective case management.
- First-Year Transition: Gained essential experience for advancement to L2 Technical Support Specialist.

**EDUCATION**

**Ateneo de Cagayan**

*BS Information Systems*

**Cagayan de Oro City**

*Graduation Date: Mar 2017*

**SKILLS & INTERESTS**

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Claude, ChatGPT, V0, HTML, CSS, JavaScript, ReactJSX, TailwindCSS, shaden-ui, Node.js, Express,  
**Skills:** MongoDB, MySQL, GitHub, GCP, AWS, Next.js, Nest.js, Vercel, Prisma, Drizzle, Hubspot, Hubspot API,  
 Supabase, Networking, Computer hardware, and peripherals.