Rosemel J. Ramos

Technical Support & Customer Service Professional

Contact

Location: Tondo, Manila

Professional Summary

Customer Service and Technical Support professional with over 8 years of experience across enterprise networking, healthcare, insurance, telecommunications, and retail technology support. Experienced in voice and back-office operations, technical case management, licensing support, escalation handling, customer and technical-stakeholder communication, and detailed documentation. Skilled in HPE Aruba networking solutions, ClearPass licensing, network management portals, connectivity troubleshooting, CRM and ticketing systems, SLA and KPI management, and cross-functional coordination with TAC and engineering teams.

Core Competencies

- Enterprise Technical Support; HPE Aruba Networking Solutions; ClearPass Licensing and Portal Support; Network Management Systems.
- Technical Case Management and Escalation; Connectivity and Device Troubleshooting; TAC and Engineering Coordination; RMA Processing.
- CRM and Ticketing Systems; Customer, IT, and Provider Communication; SLA and KPI Management; Documentation and Data Accuracy.
- Problem Solving and Critical Thinking; Time Management and Multitasking; Team Collaboration; Adaptability in Fast-Paced Environments.

Professional Experience

Technical Support Experience — HPE / Aruba Networking

Licensing Engineer | March 2026 – September 2026

- Supported enterprise networking environments involving switches, wireless access points, network controllers, and network management systems.
- Handled technical inquiries from Network Engineers, Systems Engineers, IT teams, and other technical stakeholders via email, phone, Zoom, and Microsoft Teams.
- Created and managed technical support cases; gathered relevant technical information, documented reported issues, and escalated cases to Technical Assistance Center (TAC) engineers when advanced troubleshooting was required.
- Assisted with HPE Aruba ClearPass licensing and portal-related concerns, including license activation and troubleshooting.

- Supported licensing activities for ClearPass, IMC, controllers, AirWave, and other HPE Aruba networking solutions.
- Troubleshot network management portals, software access, licensing, and activation issues.
- Coordinated directly with TAC engineers during technical and licensing sessions to gather information, complete required actions, and progress cases toward resolution.
- Participated in live technical troubleshooting sessions via Zoom and Microsoft Teams with customers and engineering teams.
- Processed and coordinated RMA requests for defective HPE Aruba networking hardware, ensuring required case information and documentation were complete.
- Conducted case follow-ups and maintained detailed technical documentation throughout the support lifecycle.

Customer Service Professional II | Manulife Business Processing Services

February 2024 – January 2026

- Provided clear and accurate claims status updates to clients and third-party providers, including EOB-related inquiries.
- Assisted customers in understanding policy coverage, benefits, and eligibility.
- Addressed customer concerns professionally while ensuring accuracy and compliance with company standards.
- Collaborated with internal teams to resolve issues and consistently meet SLA and quality targets.
- Maintained high service quality with minimal supervision in a fast-paced environment.

Technical Support System Analyst | IQVIA

February 2023 – January 2024

- Supported healthcare professionals and clinical trial operations by handling system, product, and trial-related inquiries.
- Assisted with concerns related to pharmaceutical products, lab reports, clinical data, and drug safety information.
- Facilitated ordering and delivery of medical supplies and lab kits used in clinical research.
- Escalated complex concerns to project managers and clinical leads to ensure timely resolution.
- Ensured data accuracy, documentation, and regulatory compliance across multiple studies.

Professional Experience (continued)

Operational Technical Support – Level III | Telus International Philippines

August 2022 – February 2023

- Handled escalated technical concerns related to telecommunications services, including connectivity and device issues.
- Supported voice and back-office operations, including case reviews, ticket handling, documentation, and account validation.
- Performed detailed back-office tasks such as reviewing service requests and updating customer records.
- Coordinated with internal technical teams to resolve complex cases while maintaining SLA compliance.
- Demonstrated professionalism and efficiency in customer-facing and non-voice tasks.

Technical Support Representative I (POC) | Alorica Teleservices Inc.

January 2022 – August 2022

- Delivered end-to-end technical support for devices, billing, and account-related concerns.
- Assisted customers with troubleshooting service outages, connectivity issues, and basic technical problems.
- Handled billing disputes and payment inquiries with accuracy and clear communication.
- Consistently met performance metrics and contributed to strong team KPIs.
- Selected for an ongoing Team Lead promotion, assisting with call support, coaching, and new-hire guidance.

Customer Service Representative | Infocom Philippines

May 2020 – December 2021

- Handled customer inquiries related to billing, account status, and general account information.
- Assisted customers in resolving basic service issues and guided them through account-related processes.
- Maintained detailed and accurate documentation of customer interactions using CRM tools.
- Consistently met daily performance and customer satisfaction targets.

Product Care Personnel | Memoxpress

July 2018 – December 2019

- Assisted customers in selecting smartphones and accessories based on their needs and preferences.
- Provided product information and addressed basic technical and after-sales concerns.
- Handled warranty claims and coordinated service requests with authorized service centers.
- Maintained organized product displays and accurate inventory records.

Education

Bachelor of Science in Nursing | Universidad de Manila

2012 – 2015

Undergraduate – 3 years completed

Secondary School | Pres. Sergio Osmeña High School

2015 – 2018