

# DARVIN JAY KALAW

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## EDUCATIONAL BACKGROUND

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**Tertiary:** AMA Computer College Parañaque (2006– 2008)  
Bachelor of Science in Computer Science  
**Secondary:** Ville St. John Academy (2002 – 2006)  
**Primary:** Ville St. John Academy (1995 – 2002)

## KEY ATTRIBUTES

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- Integrity and ethics
- Effective and professional communication
- Passion for growth
- Adaptable to changes
- Believes in spirited teamwork
- Fast-learner and self-reliant

## RELEVANT SKILLS

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- Strong writing and communication skills in both English and Filipino
- Solid computer skills with knowledge of Microsoft Office, Google Suites, JIRA, Zendesk
- Ability to provide excellent customer service and technical resolution even under challenging situations
- Solid leadership skills and high motivation to work in a fast-paced and dynamic work environment
- Ability to work accurately with close attention to detail

## JOB EXPERIENCES

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### ByteDance Philippines Inc. (Sep 2022 to Present)

- Quality Associate for TikTok Satisfaction Funds Team (Global)
  - ◆ Performs quality audits on customer satisfaction and compensation-related cases and queries
  - ◆ Collaborates with regional Quality and Support teams to draft new and improve existing customer satisfaction and compensation guidelines
  - ◆ Generates reports to identify trends and issues related to compensation and customer satisfaction; Conducts root-cause analysis based on generated data; and provides process improvement initiatives and recommendations

### Dexcom Philippines Inc. (Feb 2020 to Apr 2022)

- Technical Support Representative for Dexcom (US)
  - ◆ Provided assistance to Type 1 diabetes patients regarding product usage and technical inquiries
  - ◆ Processed product replacements and returns

### Uber Philippines COE LLC (Sep 2016 to Jan 2019)

- Community Operations Specialist for Uber (US and SEA)
  - ◆ Handled user access, payment, and app issues
  - ◆ Handled high-level incidents and escalations involving drivers and riders (e.g. criminal cases, accidents, etc.)

**Salmat Services Inc. (May 2016 to Sep 2016)**

- Resolutions Manager for ACN (AU)
  - ◆ Provided support to Tier 1 and Tier 2 agents regarding inquiries and service-related concerns, and managed tickets related to service faults and complaints
  - ◆ Conducted coaching, training, and rollout sessions
  - ◆ Managed supervisor and manager escalations including CSAT and NPS scrubbing
  - ◆ Processed disconnection and modification of products and services
  - ◆ Created articles for ACN's knowledge base
  - ◆ Managed queue and call quality monitoring, and client email inquiries and requests

**Shore Solutions Inc. (May 2015 to May 2016)**

- Technology Solutions Engineer for Support.com (US and Canada)
  - ◆ Troubleshoot technical issues with hardware, software, and peripherals
  - ◆ Positioned sales for different types of technical services offered by Support.com

**Hinduja Global Solutions Ltd. (Dec 2013 to Nov 2014)**

- Technical Support Representative for Funai (US and Canada)
  - ◆ Provided resolution for home entertainment electronics-related issues, and information regarding specifications of products manufactured by Funai
  - ◆ Processed warranty claims for product repairs or replacements

**Telus Intl. Philippines (Mar 2011 to Dec 2011)**

- Technical Support Representative for Telus (Canada)
  - ◆ Provided resolution for ADSL Internet and landline phone-related issues

**Sutherland Global Services (Nov 2009 to Nov 2010)**

- Digital Help for Virgin Mobile (UK)
  - ◆ Troubleshoot technical issues with hardware, software, and peripherals
  - ◆ Positioned sales for different types of specialized services offered by Virgin
- Technical Support Representative for Symantec Essential Horizon (US)
  - ◆ Performed basic and advanced troubleshooting on Norton consumer products
  - ◆ Positioned sales for Norton consumer products
- Premium Support for Lenovo Care (US and Canada)
  - ◆ Troubleshoot technical issues with hardware, software, and peripherals
  - ◆ Positioned sales for different types of specialized services offered by Lenovo

**Teleperformance USA (Mar 2008 to Aug 2009)**

- Senior Technical Support for Dell XPS (US and Canada)
  - ◆ Troubleshoot technical issues for Dell XPS gaming and multimedia systems
  - ◆ Positioned sales for software, parts, electronics, and accessories
  - ◆ Provided information regarding specifications of products and services
- Mentor on Duty for Time Warner Cable (US)
  - ◆ Performed advanced level of troubleshooting for escalated tickets
  - ◆ Took supervisor escalations and liaises with partner companies
  - ◆ Provided support to Tier 2 agents regarding inquiries and service-related concerns
  - ◆ Facilitated training sessions for new hires and up-trainings

**CHARACTER REFERENCE/S**

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Available upon request