

CLINT ANDREW H. MAMURI

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PROFESSIONAL SUMMARY

Technical support professional with 11+ years of experience resolving complex technical issues for English-speaking customer bases. Proven track record in ticketing systems, stakeholder management, escalation handling, and knowledge content creation. Adept at delivering exceptional customer service while troubleshooting platform configurations and technical integrations.

EXPERIENCE

Vertiv (Singapore) Holdings Pte. Ltd. – ROHQ (Philippines) *(formerly Emerson Electric (Asia) Limited – ROHQ)*

Service Technical Support IX

June 2026 – Present

- Triage, troubleshoot, and resolve customer technical issues via phone and digital channels, maintaining SLA-aligned response rates
- Act as liaison between escalation teams and customers, providing regular status updates on outstanding issues
- Create and maintain knowledge articles following Knowledge Centered Support (KCS) methodology
- Provide best-practice guidance on product configurations; position workarounds aligned with customer business outcomes
- Collaborate with subject matter experts to manage complex, multi-stakeholder escalations
- Research technologies across vendor sites, user forums, and internal knowledge systems to prevent recurring issues

Senior Analyst, Technical Support

March 2021 – June 2026

Analyst 1–2, Technical Support

March 2015 – March 2021

- Served as primary customer contact for English-speaking clients, resolving L0–L1 cases via ticketing systems (Microsoft Dynamics 365 CRM, Oracle)
- Managed end-to-end case lifecycle: triage, documentation, escalation, follow-up, and closure within SLA targets
- Handled complex technical cases involving multiple internal and external stakeholders
- Led process improvement initiatives and trained new hires to ensure team consistency and scalability
- Built and maintained process documentation and knowledge base articles

Cognizant Technology Solutions

Service Desk Analyst

July 2013 – January 2014

- Delivered L1 technical support as first point of contact for IT incidents and service requests
- Logged, prioritized, and resolved tickets in ITSM tools; escalated complex cases as needed

EDUCATION

Bachelor of Science in Computer Network Administration

2013

University of Makati

SKILLS

Communication

Exceptional written and verbal English; excellent customer communication across phone and digital channels

Technical

ITSM Ticketing systems, Microsoft Dynamics 365 CRM, Oracle Fusion Cloud Applications, Oracle E-Business Suite, SAP Order Management, KVM systems, Active Directory (basic), Microsoft Power Automate (basic), Microsoft Lists, SharePoint

Core Strengths

Complex problem-solving, stakeholder management, organizational skills, knowledge management, workflow automation, high-touch customer service

References available on request