

Gamalliel N. Tamaca

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KEY COMPETENCIES

HubSpot-proficient IT Support and Customer Success professional with 2+ years of hands-on experience using HubSpot as a primary CRM and ticketing platform in SaaS and digital banking environments. Experienced in supporting customer onboarding, managing customer interactions, resolving technical issues, maintaining accurate CRM records, and delivering SLA-driven service. Skilled at collaborating with cross-functional teams to drive customer success, platform adoption, and exceptional customer experiences. Proficient in **HubSpot, ServiceNow, Microsoft 365, Google Workspace, AWS, and enterprise IT support.**

EDUCATION

National Teachers College Bachelor of Science in Information Technology	S.Y. 2021 - 2026
Holy Cross College of Carigara Junior High School - Senior High School	S.Y. 2015 - 2021

PROFESSIONAL EXPERIENCE

IT Support Engineer (Remote) Netbank (Romblon, Philippines) - Utilized HubSpot as the organization's primary CRM and ticket management platform to manage customer inquiries, technical incidents, service requests, documentation, and SLA compliance. - Delivered Level 1–2 technical support for digital banking platforms across QA and Production environments. - Assisted users during onboarding by provisioning accounts, managing user access, configuring permissions, and supporting role-based access requirements.	December 2025 - June 2026 - Coordinated with internal stakeholders to resolve technical issues and ensure timely customer issue resolution. - Managed webhook activations, IP whitelisting, and system integration requests. - Monitored AWS infrastructure, application health, and database performance while providing operational reporting. - Created and maintained technical documentation, knowledge base articles, and support procedures to improve operational efficiency and customer experience.
IT Helpdesk Technician (Project-based) Stefanini Group (Pasay City, Philippines) - Delivered Tier 1 technical support for enterprise users across Microsoft 365, Google Workspace, Citrix, Zoom, and Zscaler environments. - Managed the full lifecycle of incidents and service requests using ServiceNow, including ticket creation, prioritization, documentation, follow-ups, escalations, and resolution while consistently meeting SLA targets. - Provided customer-focused support by diagnosing and resolving hardware, software, account access, and remote connectivity issues through effective troubleshooting and clear communication.	August 2025 - December 2026 - Managed user account provisioning, password resets, access permissions, and onboarding/offboarding requests while maintaining security and compliance standards. - Collaborated with infrastructure and Level 2 support teams to coordinate complex issue resolution and ensure a seamless customer experience. - Maintained detailed documentation, knowledge articles, and case histories to improve operational efficiency and support continuous process improvement.
User Support TaskUs (Quezon City, Philippines) - Leveraged HubSpot daily as the primary CRM and ticketing platform to manage 30–50 customer interactions per day, ensuring accurate documentation and timely resolution. - Investigated customer concerns, validated account information, and resolved SaaS platform issues while consistently meeting SLA requirements. - Maintained detailed customer records, support documentation, and communication history within HubSpot.	November 2023 - June 2025 - Guided customers through platform features, account management, and troubleshooting to improve product adoption and user experience. - Collaborated with internal technical teams to coordinate escalations and deliver timely issue resolution. - Achieved consistently high Customer Satisfaction (CSAT) and First Contact Resolution (FCR) performance.

INTERNSHIP

IT Support Specialist Intern Inspiro (Makati City, Philippines) - Managed Active Directory users, permissions, and account access. - Assisted with monthly patching, endpoint maintenance, and hardware asset inventory.	March - June 2025 - Supported internal users with hardware and software troubleshooting. - Monitored recurring technical issues and assisted in identifying root causes.
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CERTIFICATIONS

- Service Hub Software - Inbound Sales By HubSpot Academy	- AWS Academy Cloud Foundations - AWS Academy Cloud Architecture By Amazon Web Services
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