

JOSEPH RUSSELL MARICABAN

Antipolo City, Philippines | +63 995 0966 388 | josephrussellm@gmail.com

WORK EXPERIENCE

Customer Service Representative – ProbeCX | Quezon City, Philippines | Jan 2026 – Feb 2026

- Managed overdue customer accounts by reviewing payment statuses, updating account records, and coordinating repayment arrangements, supporting timely account resolution and improving collection workflow efficiency.
- Analyzed billing discrepancies and payment-related concerns through account investigation and customer communication, improving data accuracy and reducing unresolved customer cases.
- Maintained detailed CRM documentation by recording customer interactions, payment commitments, and account activities, ensuring compliance with company policies and supporting accurate case management.

Customer Service Representative – Foundever | Quezon City, Philippines | Sep 2025 – Dec 2025

- Delivered multi-channel customer support through phone, chat, and email for LG Online Business Store customers, resolving inquiries related to products, orders, deliveries, returns, and refunds while maintaining customer satisfaction.
- Resolved customer complaints and escalations by investigating issues, identifying appropriate solutions, and following service procedures, improving customer experience and maintaining service-level standards.
- Processed order modifications, refund requests, and customer transactions while maintaining accurate CRM records, improving workflow accuracy and reducing processing errors.

Cyberthreat Intern – Trend Micro Inc. | Pasig, Philippines | Feb 2025 – June 2025

- Improved internal software tools by conducting code reviews, resolving UI issues, and developing frontend components, enhancing system usability and improving user experience.
- Optimized application performance by improving database queries, executing software testing, and validating system functionality, reducing technical issues and improving system reliability.
- Developed technical documentation, bug reports, and automation scripts using PowerShell and batch scripting, improving workflow efficiency and supporting cybersecurity and development operations.

Special Program for Employment of Students (SPES) – Public Employment Service Office | Antipolo City, Philippines | Jul 2021 – Aug 2021

- Digitized and organized administrative records by converting paper-based documents into electronic files, improving document accessibility and reducing retrieval time.
- Processed daily data entry and documentation tasks while maintaining accuracy and consistency of administrative records, supporting efficient office operations.

SKILLS

- Customer Service Skills: Phone, chat, and email support, complaint handling, escalation management, order processing, refunds and returns
- Account & Billing Skills: Billing issue resolution, payment review, overdue account management, CRM documentation

- Technical & IT Skills: HTML5, CSS3, JavaScript, PHP, MySQL, frontend development, database management, software testing, quality assurance testing, bug reporting, technical documentation, API documentation, basic networking, cybersecurity fundamentals
 - Automation & Development Skills: PowerShell scripting, batch scripting, workflow automation, UI troubleshooting, code review, system improvement, performance optimization
 - Soft Skills: Communication, problem solving, analytical thinking, attention to detail, time management, multitasking
-

EDUCATION

STI College Ortigas-Cainta – B.S. Information Technology, 2025

- Developed a web-based reservation management system using PHP, HTML5, CSS3, JavaScript, and MySQL.
-

CERTIFICATIONS

Cisco Networking Academy

- Networking Basics, JavaScript Essentials 1, Python Essentials 1 – Cisco Networking Academy (2025)
- Computer Hardware Basics, Introduction to Cybersecurity – Cisco Networking Academy (2024)