

HARVEY SAN MIGUEL NICDAO

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PROFESSIONAL SUMMARY

Technical Support Specialist with 7+ years of experience supporting global SaaS, e-commerce, and telecommunications customers. Skilled in SaaS troubleshooting, API integrations, workflow automation, billing systems, and customer onboarding. Resolved 200 to 300+ customer tickets daily while maintaining 98%+ CSAT and earning Top Agent recognition for consecutive months. Experienced with Zendesk, Zapier, Microsoft Power Automate, and cross-functional escalation with Engineering and Product teams.

KEY SKILLS

Technical Support | SaaS Support | API Integrations | Workflow Automation | Troubleshooting | Customer Onboarding | Root Cause Analysis | Zendesk | Billing Support | Escalation Management | Knowledge Base Documentation | Customer Education

PROFESSIONAL EXPERIENCE

Technical Support Specialist

Jotform (Remote) | November 2021 – July 2026

- Resolved 200 to 300+ customer tickets daily involving forms, workflows, integrations, payment gateways, automation, and account configuration while consistently meeting SLA targets.
- Diagnosed SaaS issues involving APIs, webhooks, third-party integrations, and workflow automation, providing accurate resolutions across complex technical support cases.
- Collaborated with Engineering and Product teams to reproduce software bugs, identify root causes, and escalate technical issues for resolution.
- Earned Top Agent recognition after maintaining a 98%+ Customer Satisfaction (CSAT) score for consecutive months.

Onboarding Specialist

NEXT Music | May 2021 – September 2021

- Guided artists and content creators through account onboarding, streaming setup, and live broadcasting configuration.
- Troubleshoot audio, video, connectivity, and streaming software issues to support successful live events.
- Educated users on platform features and best practices to improve product adoption and reduce onboarding friction.
- Collaborated with internal teams to improve onboarding workflows and customer satisfaction.

Billing Specialist

VXI Philippines | September 2019 – December 2020

- Resolved complex billing concerns, payment disputes, and account inquiries for a leading U.S. telecommunications provider.
- Managed payment processing, service plans, promotions, and account adjustments while maintaining high customer satisfaction.
- Consistently exceeded KPIs including CSAT, Quality Assurance, Average Handle Time, and First Call Resolution.

Customer Service Representative

Sutherland | September 2017 – May 2019

- Delivered customer support for Amazon through phone, chat, and email, resolving order, delivery, refund, and account-related inquiries.
- Managed high-volume customer interactions while meeting quality, productivity, and customer satisfaction standards.

- Escalated complex customer issues appropriately and documented interactions accurately within CRM systems.

TECH PROFICIENCY

Customer Support & CRM: Zendesk, HubSpot, GoHighLevel, Airtable, ClickUp, Salesforce

Communication: Slack, Zoom, Google Meet, Calendly

AI & Automation: ChatGPT, Claude, Microsoft Copilot, Zapier, Make, Power Automate, n8n

Productivity: Google Workspace, Microsoft Office, Notion

EDUCATION

Bachelor of Business Administration | Holy Angel University, Angeles City Pampanga | 2017

REMOTE WORK READINESS

Internet: Converge Fiber 100 Mbps (primary) | Smart 5G mobile hotspot (backup)

Power Backup: EcoFlow DELTA 3 | (8-10 Hours run time)

Equipment: Lenovo LOQ 15IRX9 | Intel Core i7 desktop, 16 GB RAM | HD camera | SHURE SM7B microphone

Workspace: Dedicated home workspace

Availability: US | UK | AU | CA

LANGUAGES

English: Fluent | **Filipino:** Native