



Alex Kalokerinos

☎ 0422782647

📍 Northgate QLD 4013

🌐 <http://alexk-designs.com>

🌐 alex-kalokerinos-developer

✉ alexkalokerinos@gmail.com

Profile Statement:

I strive to get the best outcomes for Customer service, development, documentation and delivery of process innovations driving the attainment of business goals. With 15+ years' Customer Service experience with a focus on Technical Support and Triage, across multiple companies, I have had success in being able to deep dive problems and troubleshoot for a customer solution. Also having Software Developer experience with 5+ years' using PHP, C# Razor, JavaScript, HTML and CSS helps with understanding broader issues customers may have due to their unique situations.

Key Achievements:

- Created Internal Support Tools for Skymesh and Temando Customer Support Service Teams to improve efficiency in their customer triage whilst working with the customer.
- Developed Software Solutions for helping Skymesh ISP Customers - CIS PDF auto creation, Advisories Status Page, Self Service Online Signup
- Trained a new overseas call centre for Skymesh
- Creating the first NBN Satellite User Guide, that was given to NBN under copyright for fair use for public customer use Australia wide.
- Working as a Programming Tutor for Brisbane Tafe whilst studying at the campus in last trimester.

Software & Coding Language Experience:

Atlassian Tools Suite – Jira, Confluence 6 years

Zendesk : 8 Years

SOAP / REST Experience: 6.5 years

WINDOWS: 20 years

Microsoft Office: 20 years

LINUX: 4 years

Java: 3 years

PHP: 5 years

HTML/CSS/JAVASCRIPT/JQUERY: 7 years

C++: 2 years

C# Razor : 4 Years

Azure : 4 Years

Google Map API: 7 years

SVN (Tortoise): 3 years

GIT: 6 Months

SQL: 13 Years



Qualifications

Diploma of Information Technology (Software Development) ICA50705
Brisbane North Institute of TAFE 2008-2009

Diploma of Information Technology (Database Design and Development) ICA50505
Brisbane North Institute of TAFE 2008-2009

Work History

Commerce Vision

February 2020 – Present

Technical Support Team Lead [July 2023 – Present]

Technical Support Specialist [April 2021 – June 2023]

Technical Business Analyst | Front End Developer / Integration Expert [February 2020 – April 2021]

Commerce Vision is Australia's leading provider of B2B and B2C eCommerce platforms for mid-market companies, with a specialisation in wholesale, manufacturing and distribution. Commerce Vision's platform enables over \$1.5bn of eCommerce transactions every year. Our solutions include eCommerce, Mobile Sales, EDI and Order Automation.

Tech Stack Used

- .Net Framework
- C# Razor
- JQuery
- HTML, CSS, JS
- SOAP XML
- REST API
- Windows
- Atlassian Suite – Jira, Confluence
- Google Maps APIs
- Zendesk
- Microsoft Azure
- MSSQL

Key Responsibilities

- Manage and prioritize tickets and support queues efficiently to ensure timely resolution of customer inquiries and issues.
- Provide mentorship, oversight, coaching, and training to the support team to enhance their performance and skills.
- Serve as a primary point of contact for technical issues and escalations, ensuring prompt and effective resolution.
- Create and maintain support materials to aid the team in delivering high-quality support services.
- Analyze trends and patterns to identify root causes of issues and proactively prevent future occurrences.
- Identify, create, and review escalations to the Engineering team for the resolution of bugs and operational issues.
- Keep customers informed about the status of their support calls to maintain transparency and satisfaction.
- Collaborate with the customer success team to ensure a comprehensive and cohesive approach to addressing individual customer needs.



Previous Responsibilities

- Provide Technical assistance and customer support for Commerce Vision systems and services
- Provide Triage on Technical systems including eCommerce, Mobile Sales, EDI and Order Automation.
- Debug customer integrations, reviewing logging information and alerts, raw API calls (SOAP / REST), code dive / review Commerce vision applications and database data
- Provide Implementation of new customer websites
- Create new integrations to third party systems for customers through Azure and or JS APIs.

Key Achievements

- Creating a custom integration to a freight aggregator for a b2c customer
- Feedback on excellence in making customers feels like they are getting preferential treatment

Temando Pty Ltd – A Neopost Company

April 2016 – November 2019

Business Support Analyst [July 2017 – November 2019]

Technical Support Analyst [April 2016 – July 2017]

Temando a Neopost Company Subsidiary is an intelligent software company that created a system for shipping and fulfilment solutions for commerce. With connectivity with third party WMS, OMS, and ERP systems and plugins to major ecommerce solutions like Woo Commerce and Magento , it allows customers to access carriers to ship their products domestically and internationally.

Tech Stack Used

- PHP 5.x
- JQuery
- HTML, CSS, JS
- SOAP XML
- REST API
- Linux
- Windows
- GIT
- Atlassian Suite – Jira, Confluence
- Google Maps APIs

* Helped customer with 1st line triage configuration of Temando Integration plugins for Magento 1, Magento 2 and Woo Commerce for WordPress.

Key Responsibilities

- Provide Technical assistance and support for Temando systems and services
- Provide Triage on Technical systems including Magento and WooCommerce



- Maintain the Temando External and Internal technical knowledgebase
- Debug customer integrations, reviewing logging information and alerts, raw API calls (SOAP / REST), code dive / review Temando applications and database data
- Perform release packaging and assist in the release management process
- Build applications to assist the 1st line customer service team to support customers
- Providing demonstrations of company products to customers – Magento and WooCommerce Plugins.

Key Achievements

- Created a proof of concept system to incorporate 6 separate dashboard systems into 1 viewing system to assist Business Support Officers to view all data required for clients, bookings, fees, xml soap calls. Made in PHP 5.5 backend and JavaScript/HTML front end.
- Repaired Code base system on legacy systems including Temando Dashboard and other Soap Legacy projects

SkyMesh Pty Ltd

January 2011 – April 2016

System Engineer [October 2012 – April 2016]

2ND Level Support Manager / Team Leader June 2011 – October 2012]

Deployment Manager [June 2011 - October 2012]

Junior Help Desk Support Officer [January 2011 – June 2011]

SkyMesh Pty Ltd is a Telecommunications Carrier and nbn™ accredited Retail Service Provider, helping bridge the gap between rural and metro for retail and business internet connections.

Tech Stack Used

- PHP
- HTML 5
- CSS 3
- JavaScript including libraries e.g. JQuery
- PGSQL/ SQL & Database Design
- Google Maps APIs
- Linux
- Windows
- SVN

Key Responsibilities

- Provide Technical assistance and support for Skymesh systems and services
- Provide Triage on Technical systems including NBN and IPSTAR hardware
- Maintain the Skymesh External and Internal technical knowledgebase
- Maintain customer support tools created for Technical Customer Service Team
- Maintenance of main customer facing website and portals, www.skymesh.net.au (PHP) and my.skymesh.net.au (JS / JQUERY)



Key Achievements

- Created backend APIs to interact with internal/external vendors to collect information, using PHP and JavaScript. Interacts with several internal systems (Application Management/ Billing System and Work Ticketing Systems to allow access to information collected and displayed)
- Chosen to go to Manilla, Philippines to start a new call centre branch. Created a set of Training Manuals and Guides for use to train new customer support staff. Setup initial network communications between both offices, incorporated into training and using created toolsets into main workflow of the staff for higher efficiency of turnaround.
- Created system components for customer facing website(s): CIS PDF generation tool - PHP, self-online signup wizard for customers to apply to NBN through SkyMesh - JS/JQUERY & PHP and created a semi-automated advisories outage page for customers – PHP
- Created first iteration of the NBN Satellite User Guide
- Produced a Service Qualifier (SQ) Customer address check for Redtrain serviceable address
- Created back end database, backend and frontend APIs and integration with Google Maps to show rollout region and simplify customer display of property if a valid address.
- Created hardware emulators of sold customer network equipment stock lines for support department to run firmware outside of physical device to help customers with local issues. Some devices produced are DIR-645, SPA112, SPA122, Linksys Wi-Fi & DIR-850L
- Created new support tool system UI and backend (Toolbox) to help support agents access customer data required, whilst on the phone with customers, taking customer account number for service and linking to backend portals of third party companies to display customer data
- Took over System Engineer role with no handover and learnt PHP whilst undertaking the role