

Michael T. [REDACTED]



PROFESSIONAL SUMMARY

Highly competent marketing professional with skills not limited by current BPO job scope of Lead generation and experienced with customer service, sales and billing subject matter expert/sales coach with people and reports management.

WORK HISTORY

[REDACTED] September 17, 2024 – Present

Administrative Services Assistant A

- Coordinate with the Administrative Services Officer A on recruitment and other personnel movements affecting the Region and Districts.
- Consolidate performance ratings of employees of the Region and Districts.
- Assist the Administrative Services Officer A in the preparation of related documents for salaries and supplies, records application for leave, and other routinary forms for administrative support.
- Assist the Administrative Services Officer A in the preparation and compliance of necessary documentation related to the following:
 - Regular and Contract of Service Workers (CoSW) payroll.
 - Payroll for Statutory Allowances, Incentives, and Benefits (as applicable per Memorandum Advisory by the HRMD).
 - Processing of applicable clearances and receivables of separated employees.
 - Drafts contracts and processes renewal and/or hiring of Contract of Service (COS) personnel.
- Assists in administrative and personnel related communications/memoranda and coordination with CSC, GSIS, HDMF, Philhealth, BIR, etc. on Region and District concerns.
- Tracks attendance of employees through preparation/processing of Daily Time Record (DTR), Monthly Summary Status Report of Attendance, Employee Earning Record (EER), leave credits, and other attendance-related document preparation.
- Facilitates and coordinates with the Regional Administrative Services Officer for activities involving Region-initiated orientations, forums, and other trainings as may be required.

[REDACTED] December 20, 2022 – September 30, 2024

Social Insurance Assistant 1

- Manages and monitors employer accounts, and builds a strong, lasting and meaningful relationship with employers.
- Ensures employer compliance to PhilHealth policies in terms of membership registration and premium payment and reporting.
- Handles the account management and monitoring relative to collection functions of direct contributors.

June 25, 2018- August 17, 2022.

VirtualTelemarketingLead

- To help the operation to fulfill the campaign orders.
- Managing a team and discuss targets and monthly KPI.
- Lead generation outbound calls to US, Canada and UK businesses.
- Ensure that all pertinent information is correct prior to submitting leads.
- Deliver quality leads to partner clients.

June 2017- June 2018.

-AssistantRestaurantManager -

- PreparingKRA(Key Responsibility Area) report for our Monthly Business Review.
- Maintainschedules and other administrative support to maintain food and beverage cost controls and inventory.
- Create sidework assignments and ensure completion with wait staff.
- Ensure alldeliveries of the customer were serve, placing order and monitoring and
- all materialforstore usage is received.
- Managingcrews for service and kitchen stations.
- Hire, trainanddevelop all restaurant staff.
- Organizeandconduct pre-shift and departmental meetings daily.
- Maintainallreservation systems and books to accommodate business demands.

February 9, 2016- April 2017

7th flr eBloc 3 Bldg., Cebu I.T. Park, Apas, Cebu City, Phils.

(SME)SubjectMatterExpert / SalesCoach

Verizon (Service and Sales-Billing Department)

- Provide direct support to the respective team(FloorWalk).
- Coached the agent especially on transitioningthecallfrom Customer Service to Sales.
- Huddle and Discus the updates to ensure thattheteam is updated in providing accurate information to customers.
- Proficient in making data analysis especially forEOD(End of day) and EOM (end of month) report.

CustomerAssociateSupport

Verizon (Service to Sell-BillingDepartment)

- Provide the right resolution forcustomers' concerns especially billing adjustments, billing disputes and changes.
- Handling customer issues/complaints
- Pitching sales and offer the best value to customers after resolving the issue.
- Ensuring accounts are 100% protected from fraud.

February 13, 2015– September 16, 2015

Teleperformance Bldg., Cebu I.T. Park, Apas, Cebu City, Phils.

Executive Operations/Customer Service Representative

██████████ Distribution Account/Universal Agent

- Provide comprehensive and quality customer care at all times
- Apply learned knowledge and procedures when servicing customer queries
- Communicate effectively and efficiently with internal and external customers
- Ensure customer satisfaction in all transactions
- Use all available tools to research for resolutions for customer issues
- Ensure validity and confidentiality of client/customer information.
- Document customer issues and identify solutions
- Performed other duties as assigned.

EDUCATIONAL BACKGROUND

Bachelor of Science in Business Administration

Major in Marketing Management

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Graduated March 18, 2016

ACHIEVEMENTS

- Demand Science Team consistent top (Ranks 1 to 3) telemarketer in 2018-2020 .
- Tech Mahindra Verizon Account Top Seller in May, June and July 2016- Target was \$120K, Actual attained was \$305K
- Tech Mahindra Verizon Accolade Award for being a Backup Team Lead in Q4 2016
- UV Academic Scholar June 2012- March 2013
- UV Dean's List June 2013 to March 2015
- Civil Service Commission Sub - Professional Passer.

CHARACTER REFERENCE

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