

Michael T. [REDACTED]

[REDACTED]

[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 Discuss 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

Graduated March 18, 2016

ACHIEVEMENTS

- Demand Science Team consistent top (Ranks 1 to3) 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 June2012- March 2013
- UV Dean’s List June 2013toMarch 2015
- Civil Service CommissionSub - Professional Passer.

CHARACTER REFERENCE

A horizontal bar chart consisting of five solid black bars of increasing length from left to right, representing data values.

A large rectangular area of the page has been completely blacked out, obscuring several lines of text.

Four black horizontal bars of varying lengths are arranged vertically. The top bar is the longest, followed by a slightly shorter bar, then a shorter bar, and finally a very short bar at the bottom.