**Michael**

Email Address: [Michael.304603@2freemail.com](mailto:Michael.304603@2freemail.com)

**CAREER OBJECTIVE:**

* To employ in a position where I could apply any knowledge, develop my potentials & amplify my skills and abilitiesas well as enhancing my capabilities for personal and professional growth.

**PROFILE IN ABSTRACT:**

* A graduate of Bachelor of Science in Computer Science in the Philippines; almost 3 years in Managerial post; almost 9 years in Customer Service. With good communication, computer skills and can adopt to a fast paced environment. Ability to work under pressure and minimal supervision.

**WORK EXPERIENCES:**

**THOMSON REUTERS**– 7F 2/3 World Square Bldg., 22 Upper McKinley Rd., Fort Bonifacio, TaguigCity, Philippines

* *Customer Service Executive - Technical* from June 23, 2014 – August 12, 2016

Duties and Responsibilities:

* Handles customer inquiries via phone, email or chat regarding technical issues with software, hardware, online or electronic products. This includes keeping a clear and active focus on inquiry resolution and ensuring that all the necessary action is taken to resolve a customer's inquiry. Provide service in a professional and courteous manner. May respond to inquiries regarding a specific or more complex product (e.g. number of products, complex technologies) or a specific customer (based on customer size or revenue tied to customer, etc.)

**TELETECH CUSTOMER CARE MANAGEMENT PHILS., INC.** – Robinsons CybergateCenter Bldg. 3, EDSA cor. Pioneer St., MandaluyongCity, Philippines

* *eLoyalty – SUPERVISOR* from Jan. 31, 2011 – April 16, 2014

Duties and Responsibilities:

* Train new L1 engineers on understanding the Incident Management Process as well as their role as an engineer
* Confirm that the engineers are on the phones and ready to take calls by running the real time report within CUIC
* Validate that the Communications tab is empty every 30 minutes
* Validate that all of the Web Entered Cases are qualified every 30 minutes
* Validate that the alert portal is clear
* Assign cases to engineers in a equal amount to maintain case count evenly spread between engineers
* Qualify any State of Texas case that might be in the queue. Send the initial email then send it to the appropriate team
* Review the cases of the assigned engineers according to the Incident Management Process for Service Request:
  + Incident Detect and Record
  + Classification & Initial Support
  + Investigation & Diagnosis
  + Resolution & Recover
  + Incident Closure
  + Ownership, Monitoring, tracking and communication all throughout the case.

**24/7 CUSTOMER SERVICES PHILS., INC.** – MJ Plaza Bldg., Valero St., Makati City, Philippines

* *TECHNICAL CUSTOMER REPRESENTATIVE* -INTERNET SERVICE PROVIDER ACCOUNT from Jan. 19, 2009 – Feb. 15, 2010

Duties and Responsibilities:

* Handles calls, determine their technical needs, provide consistent high-quality service & accurate information to customer

**CONVERGYS PHILS. SERVICES CORP.** – 6796 CVG1 Bldg., Ayala Ave. cor. Salcedo St., Legaspi Vill., Makati City, Philippines

* *TECHNICAL CUSTOMER SERVICE ASSOCIATE* (TCSA) – INTERNET SERVICE PROVIDER ACCOUNT from April 23, 2008 – Jan. 19, 2009

Duties and Responsibilities:

* Handles calls, determine their technical needs, provide consistent high-quality service & accurate information to customer

**CONCENTRIX CORP.**– Damosa IT Park Site, Damosa, Lanang, Davao City, Philippines

* *PRODUCT SUPPORT REPRESENTATIVE* – NETWORKING ACCOUNT from Nov. 21, 2006 – Sept. 30, 2007

Duties and Responsibilities:

* Handles inbound calls from clients regarding installation & troubleshooting of computer & networking devices

**BROKENSHIRE COLLEGE** – Madapo Hills, Davao City, Philippines

* *INFORMATION TECHNOLOGY INSTRUCTOR* from Nov. 8, 2004 to April 30, 2006

Duties and Responsibilities:

* Teaches computer concepts and computer applications
* E*NCODER* (every Enrollment)

Duties and Responsibilities:

* Encodes Students Personal Information’s and their subjects to be taken
* *INTERNET LABORATORY IN-CHARGE* from Nov. 18, 2002 to Oct. 21, 2004

Duties and Responsibilities:

* Takes full responsibility for the use and maintenance of the Internet Laboratory
* Coordinates with the IT Technician in the proper maintenance and repairs of the units
* Provides support to all users regarding software to include virus removal, re-installation of software and hardware problems such as minor repairs and endorsing units for repair to the IT Technician

**EDUCATIONAL BACKGROUND:**

Bachelor: 1998-2002Bachelor of Science in Computer Science

University of the Immaculate Conception

Secondary: 1994-1998 Assumption College of Davao

**CERTIFICATION:**

* EXIN – ITIL Certified Jan. 23, 2013

**TRAININGS & SEMINARS ATTENDED:**

* Citizen Voter’s Education Trainors Training and ARMM Electoral Stakeholders Conference by Consurtium on Electoral Reforms (CER) at Estosan Hotel, Cotabato City dated June 13-16, 2005
* 2nd Mindanao Conference on IT Education (MCITE’04) by Phil. Society of Information Technology Educators (PSITE Region XI) at NCCC Mall of Davao Convention Center, Ma-a, Davao City dated Dec. 8-9, 2004
* Business Advantage Seminar by INTEL Microelectronics Phils. Inc. at Marco Polo Hotel, DavaoCity dated Dec. 7, 2004
* Linux Training and Seminar by DabaweGNU Inc. at DabaweGNU Laboratory, Obrero, Davao City dated Feb. 28, 2004
* Oracle: PL/SQL Seminar and Training by Informatics Manila at Brokenshire College IT Laboratory, Madapo Heights, Davao City dated June 5, 2003

**PERSONAL DATA:**

Date of Birth : July 28, 1981

Languages : English, Filipino

Current Location : Abu Dhabi, United Arab Emirates

Degree Certificate : Attested