

Michael D. Sanchez

Block 3 Lot 12-A, PSP Drive, Broadway Pines Executive Village, Mayamot,
Antipolo City, Rizal 1870

Mobile # 09171143212

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Skype: live:sanchez_mike22



A highly dedicated individual with more than 10 years of experience in BPO Company. Adept multi-tasker able to address multiple customer and company tasks with the highest degree of professionalism and accuracy.

WORK EXPERIENCE

Philam Plans, Inc.,

Licensed Sales Counselor

May, 2003 to May 2007

- Responsible in selling pre-need products such as education and pension plans.

West Contact Services Inc.

Customer Service Representative

March 2008 to July 2013

- Responsible in resolving customer's billing concern and mobile phone technical issues for cricket account.
- Responsible in activation and troubleshooting of customer's digital box of cable tv for Comcast account.

Alorica West

Back-office Representative

July 2013 to January 28, 2019

- Responsible in upgrading customer's internet modem devices and activating customer's digital cable boxes for Comcast account.

GO2

General Virtual Assistant

May 9, 2022 to November 28, 2022

- Responsible in admin tasks(non-voice)
- Worked with a Client through inbound calls, emails and live chats.

EDUCATIONAL ATTAINMENT

COLLEGE

Bachelor of Computer Science

Systems Technology Institute

10th Avenue, Caloocan City

2003-2007

PERSONAL ACHIEVEMENTS

Rookie of the month, Philam Plans, Inc.
June, 2003

National Service Training Program 1 & 2 Leader
2003 to 2004

National Service Training Program Leadership Awardee
April, 2004

S.T.I. Student Council Officer, Business Manager
2005 to 2006

President, Polis et Societas (Social Science) Club
2006 to 2007

SKILLS

- Good Written and Oral Communication
- Fast, courteous, and knowledgeable customer service and support

PERSONAL INFORMATION

Nickname	:	Mike
Age	:	42 years old
Birthday	:	August 19, 1980
Birthplace	:	Manila
Height	:	5'5"
Weight	:	120 lbs.
Religion	:	Roman Catholic
Status	:	Married
Citizenship	:	Filipino

REFERENCES

To be furnished upon request.

I herby certify that the information is true and correct to the best of my knowledge.

Michael D. Sanchez