



Michelle Cruz

Customer Service
Veteran/Bookkeeper

Customer Support Veteran with a demonstrated history of working in telco and the insurance services industry. Skilled in Customer Service, Customer Satisfaction, Product Knowledge, Training, Scheduling, Quality Evaluation, Monitoring and in using different CRMs and tools related to customer service. Freelance Graphics Designer. Bookkeeper

CONTACT ME

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EDUCATION

BS Major in Accounting

Jose Rizal University

2008 - 2009 - Undergraduate

SKILLS

Analytical Skills

Problem Solving

Microsoft Excel

Customer Service

WORK EXPERIENCE

NDSI Claims Processor/Bookkeeper SmarterProcessing | Western Australia

Dec 2021 -

- Uploading and processing claims under the NDIS criteria's
- Recording day-to-day financial transactions and completing the posting process
- Processed accounts receivable and payable
- Reconciling bank accounts
- Working with an accountant when necessary
- Handling monthly payroll
- Proficient with MS Office (Word, Excel, Access, Outlook, PowerPoint), Xero, Hubdoc, Dext, Asana

Workforce Management Analyst Petsure Services Inc. | BGC, Taguig City PH

Sept 2021 - Dec 2021

- Responsible for preparing and managing staffing and scheduling to ensure that a sufficient amount of staff is available to perform all required tasks

Quality Analyst Apprentice Petsure Services Inc. | BGC, Taguig City PH

June 2019 - Sept 2021

- Evaluates calls and conducts call listening sessions to monitor agents' performance
- Do quality coaching and gives feedback to agents for performance improvement
- Reviews calls and investigates complaints and provide findings and ruling
- Performs calibrations to keep abreast of the quality guidelines
- Receives escalations from customers and ensures that good quality of customer service is given by all agents

Subject Matter Expert Petsure Services Inc. | BGC, Taguig City PH

May 2018 - June 2019

- Handled supervisory calls and provided a helping hand to the Learning and Development Department when training new agents

Adaptability

Communication

Time Management

Teamwork

Stress Management

Openness to Criticism

Client Services Officer

Sept 2015 - May 2018

Petsure Services Inc. | BGC, Taguig City PH

- Committed to insurers to high standards of service
- Handles customers' queries via phone and email or fax about claims and policy information
- Updates insurers' details and advise them of their level of coverage.

Customer Escalations Specialist

Oct 2014 - Sept 2015

Valor Global | BGC, Taguig City PH

- Handled supervisory calls and provided a helping hand to the Learning and Development Department when training new agents

Customer Support Specialist

Aug 2011 - Oct 2014

Valor Global | BGC, Taguig City PH

- Committed to high standards of service
- Process payment and setup payment arrangement for customers
- Explain bills charges
- Assisting customer with basic troubleshooting