



MICHELLE CALAYAG-GAMO

Customer Service - Recruitment Specialist

Transcriptionist - Virtual Assistant - Tutor

Contact Details

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Professional Goals

I aim to gain a position that leverage my skills as a customer service specialist, tutor and virtual assistant

Specializations

- Data Entry
- Customer Service
- Admin Assistance
- Audio and Video Editing
- Transcription
- Graphic Designing
- Data Analysis

Languages Spoken

English
Filipino

Work Experience

Freelance Recruiter

Magic Inc.

October 2022 – December 2022

- Sourced candidates through databases and social media
- Screened candidates by reviewing resumes and job applications
- Performed preliminary interview to ensure a candidate meets the requirements for the position
- Coordinated follow-up interviews with the hiring team

Freelance Customer Service (Gig Agent)

Agents Only Technologies (Food Order Entry)

October 2021 – September 2022

- Assisted customers in placing food orders over the phone
- Provided feedback on how the tool works and how to improve it

Freelance Virtual Assistance (Transcriber)

September 2021 – October 2021

- Freelance audio transcriber for automated speech recognition applications (ASR)

Team Leader Trainee

Concentrix Philippines

November 2020 - March 2021

- Managed the day-to-day operation and performance of the team.
- Monitored calls and emails to see if agents were meeting quality standards
- Ensured that our agents understood the team's goals and KPI

Quality Analyst

Concentrix Philippines

September 2015 – November 2020

- Monitored calls and emails to see if agents were meeting client standards
- Created weekly and monthly reports and analyses of the performance of the agents
- Provided action plans on how to improve the performance of the agents.
- Transcribed call recording for call review and process fraud investigation
- Assisted Learning and Development Team in creating learning materials

Educational Background

Tertiary

University of Perpetual Help
System DALTA
AB Mass Communication
2000-2005

Personal Information

Nationality:

Filipino

Work Experience

Escalations Specialist (Case Manager)

Concentrix Philippines

June 2012 – September 2015

- Monitored case status (device repair updates and store credits)
- Provided appropriate solutions to resolve customer's escalations (phone and email support)
- Quality Coach of Escalation Team

Customer Service & Technical Support Specialist

Concentrix Philippines

November 2010 – June 2012

- Helped customers troubleshoot their computers, software and other product queries (phone support)

Sales Associate

EW@Y Business Inc. (Livingstone International)

May 2010 – July 2010

- Handled outbound/inbound calls in relation to sales and inquiries of various consumable pharmaceutical, laboratory, health, and personal care products and stationery supplies

Freelance Multimedia Artist

One Voice Magazine c/o WhatMag Inc.

December 2009– October 2010

- Freelance layout artist and video editor for a non-profit organization

Freelance Multimedia Artist

June 2009 – October 2021

- Freelance graphic designer, magazine layout artist, audio/video editor, production assistant, and transcriptionist for non-profit organizations

Customer Service Specialist

AIG Business Solutions Philippines

August 2008– September 2009

- Assisted customers with their insurance policies (health, life and non-life roadside assistance)

Customer Service Specialist

eTelecare Global Solutions Inc.

August 2006– July 2008

- Assisted customers with their telecom plans and billing queries

Audio/Video Editor

Church Strengthening Ministries Inc.

May 2005 – June 2006

- Edited audio messages and video presentations for non-profit organizations and individuals