



# MICHAEL ANGELO HERNANDEZ

General Virtual Assistant / Customer  
Service Professionals

## About Me

My goal is to develop my relationship to my clients and further expound my experience and knowledge to my work. Execute compressive ideas that may contribute to business and showcase my ability, skills, and talents to have a greater outcome.

☎ +63 976 359 6960

✉ michaelangelohernandez5@gmail.com

📍 San Jose Del Monte,  
Bulacan, Philippines

🌐 <https://bit.ly/xcodey>

## Education

City College of San Jose Del  
Monte

Bachelor of Science in Management  
Accounting

2021 - 2024

## Hobbies

- Creating crops
- Video Editing
- Photo Editing
- Singing
- Dancing
- Watching different contents

## Experience

**Alorica (BPO Industry)**

*October 2023 - January 2024*

**Customer Service Representative / Telco Account**

We are in charge in talking phones calls specifically for an account for coverage all over the United States regarding billing dispute, minor trouble shooting, sales for device or phones, adjustment on their networks.

**Concentrix (BPO Industry)**

*January 2024 - October 2024*

**Customer Service Professionals / Healthcare Account**

Providing accurate, reliable and concise information regarding providers whose calling for benefit information, provider status and claims for the processing update.

**Ezacc Training Center (Webinar)**

*September 2024*

**Training for GVA**

Taken a necessary training specially for General Virtual Assistant to employ myself to a client that I will be working with. Learning different topics on how to become GVA and knowing the duties and responsibilities of it.

**Home Base Connect (Seminar)**

*November 2024*

**Training for Go High Level**

Learning from one of the experts for using the most demand platform that can change the business efficiency and productivity. By attending to this kind of seminar I was able to learned some various things such as CRM & Pipeline management, marketing automation (Email, SMS, etc.), funnels & website builder, calendar booking, reputation management, etc.

**Freelance Academy PH (Webinar)**

*November 2024*

**Training for GVA**

Taking for second time of training for GVA to expound more insights and overview how does GVA works and learn more offend to task that I need to do for my future clients.

  
Michael Angelo G. Hernandez



## Mission

Employed the values of focus, reason, creative, optimistic, dedicated and empowered of Providing excellent services and relevant information through course of actions. Develop certain areas of business to serve clients, grow and connect its trust together to achieve a common goal for its success of the business.

## Vision

Develop become a vital partner for my clients by offering dependable, effective, and customized help that enables to concentrate on their main business objectives and goals. Providing streamline administrative solutions that increase overall efficiency, boost productivity, and streamline processes. Achieved via a commitment to professionalism, attention to detail, and constant growth. My mission is to be the cornerstone of each client's success, guided by the conviction that robust support networks facilitate for its success.

# MICHAEL ANGELO HERNANDEZ

GVA / SMM / CSP

## Skills acquired from past/ previous works, seminars or trainings

- Marketing Automation
- Copywriting
- Time Management
- Technical Proficiency
- Project Management
- Customer Service
- Social Media Management
- Content Creation
- Research skills
- Data Entry Management
- Problem Solving Skills
- Attention to Details
- Basic Accounting and Financial Management
- Confidentiality and Data Protection
- Email Management
- Task Prioritization
- Team Collaboration
- Basic Graphic Design Skills
- Creativity
- Organizational Skills
- Analytic Skills
- Critical Thinking
- Leadership
- Lead Generation
- CRM Skills
- Communication Skills
- Adaptability and Flexibility
- Basic CRM and CMS Skills
- Transcription
- Documentation Skills
- Content Travel Planning Skills



## EZACC TRAINING CENTER

### CERTIFICATE OF COMPLETION

is presented this 7th of September 2024:

**MICHAEL ANGELO G. HERNANDEZ**

has successfully completed 6 days - 18 hours course of  
Social Media Marketing, Content Creation, Wordpress, Lead  
Generation, SEO and Bookkeeping

**General Virtual Assistant**



ARIANE CHLOIE B. TOPACIO  
COURSE TRAINER



MARIANNE V. MAÑAGO  
COURSE DIRECTRESS

CERTIFICATE  
SERIES NO. GVA202454-O2359



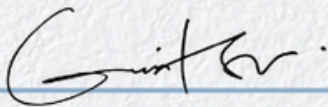
## CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS PROUDLY PRESENTED TO

**MICHAEL ANGELO G. HERNANDEZ**

for completing the Go High-Level Webinar and has demonstrated  
proficiency in creating landing pages, websites, automation  
sequences, setting up booking calls, email marketing,  
opportunities/pipeline management, and managing GHL as a whole.

Given this 8th of November 2024



**Ymann Jake M. Il Ayano**  
COURSE INSTRUCTOR | HBC FOUNDER



# Training Certificate

## CERTIFICATE OF COMPLETION



**FREELANCE  
ACADEMY**

VIRTUAL ASSISTANT TRAINING

SEC NO.:2022070060264-13

THIS CERTIFICATE IS GIVEN TO:

*Michael Angelo G. Hernandez*

for successfully completing the 15-hour General Virtual Assistant Training which includes Introduction to General Virtual Assistant, Time Management, Email Management, Calendar Management, Administrative Support, Documentation Management, CRM and CMS Overview, Project Management Skills, and Negotiation Strategies.

GIVEN THIS 24th OF NOVEMBER 2024

**KIMBERLY GUBATAO**

FREELANCE ACADEMY CO-FOUNDER

**MONIQUE DEJITO**

General Virtual Assistant Training Coach