

MIGUEL PADERNAL

*Customer Service Team Manager
/Customer Care Representative*



+639451537503

miguelpadernal@gmail.com

Pag Asa Street KM5 Buhangin
Davao City

Education 2006 – 2008

Bachelor for Science in Nursing

Read Data Access Computer College

*Diploma in Associate Computer
Programming 2008 – 2010*

STI Kidapawan City

Awards and Recognition

2023 Top Team Sales Manager of the Year

Q1 Top Team Manager for Commercial SMB Voice

Q2 2024 Top Team Manager Commercial SMB

Tools/Software Proficiency

Hubspot

Slack

Zoho

Google Calendar

Google WordSpace

MS Excel

Avaya

Vicidial

Work Experience

Ibex Global Solutions Davao | January 2024 – January 2025
Team Manager Health Care Advocate United Health Care

- Develop clear action plans and delegate tasks based on team members' skills and strengths.
- Addressing Complaints: Handling grievances related to service delays, miscommunications, or billing errors.
- Coordination: Communicating between patients, providers, and third-party entities like insurance companies.

Full Potential Solutions Davao | December 2021–January 2025
Team Manager Customer Service

- Fullfill tasks to customers to meet key productivity targets.
- Keep customers records and data analysis.
- Managed and mentored team of to continuously deliver exceptional service.
- Client Interaction and Communication.

Icanotes EMR | USA | December 2021–January 2023

Part time Virtual Assistant

Performed administrative tasks, document management and report development for inter-departmental use.
Assist medical practitioners with app issues.

VXI Global | Davao, Philippines | April 2019– December 2021
Sales and Customer Service Team Manager

- Define team objectives aligned with organizational goals.
- Monitor and evaluate the performance of team members regularly.
- CRM management and data gathering
- Identify training and development opportunities for team members

VXI Global | Davao, Philippines | April 2016–April 2021
Quality Analyst

- Monitor and evaluate the quality of products, processes, or services to ensure they meet established standards.
- Identify issues and recommend improvements to maintain consistency in quality.

Acentria Global | Davao, Philippines | April 2011–April 2016
Customer Service Representative/Quality Analyst

- Calling prospects to set appointments for Lending Company.
- Answer queries from existing customers for post settlement care.
- Follow up pending loan files with loan processors.

Training and Certifications

- 7 habits of Highly Effective People
- Radical Candor Coaching Certified
- Data Driven Analysis Certification