



# MICHELLE BALOIS

## Industrial Engineer/Customer Service Representative/BPO

### Telco Supervisor

Goal is to be number  
one in sales, Net Promoter  
Score, Customer Satisfaction,  
First Call Resolution using my  
Engineering, Telco and Financing  
Skills.



+9361137623



beltranmichelle15@gmail.com



Trece Martires City, Cavite

## LANGUAGE

- English
- Spain (basic)

## EXPERTISE

- Management Skills
- Engineering
- Customer Service
- Critical Thinking
- Leadership

## EXPERIENCE

### Insight Manila

#### Client Operations Team Lead

April 2024-Present

- Handles Team -Coach agents about their efficiency and being keen to details
- Training teammates in creating quotation, order entry, managing returns
- Suggesting improvements and eliminating waste in production using the lean six sigma approach
- Facilitate communication and coordination between Sales Reps on monitoring orders, updates and status.
- Assist Sales Reps on creating quotes from vendors and placing orders.
- Monitor, troubleshoot, modify and notify concerned departments of any problems that impede an order's prompt and effective processing.
- Constantly liaise with vendors, sales reps, management and purchasing teams on any issues concerning orders and stock availability.
- Collate and generate daily summary of sales and back order reports for sales management and directors.

### Paypal Philippines

#### Customer Service Teammate

July 2022-March 2024

- Respond to customer inquiries and complaints in a timely and professional manner through phone calls, email and chat
- Resolve customer issues and provide solutions to customer inquiries
- Process customer transactions such as deposits, withdrawals, transfers, and loan payments -Provide customer service support for online banking and mobile banking
- Assist customers with account maintenance and account opening
- Provide information on payment app products and services - Monitor customer accounts for suspicious activity -Handles Reg E and Billing Error
- Maintain customer records and update customer information
- Identify and escalate customer service issues

## EXPERIENCE

### **iQor Philippines**

**March 2019-May 2022**

#### **BPO Telco Supervisor**

- Handles Team(15 agents)
- Coach agents about their metrics, Net Promoter Score, Customer Satisfaction, First Call Resolution, Average Handling Time, Non-talk time
- Taking Supervisor calls
- Calibrating calls with the clients
- Developed a track record of monthly and quarterly add a line sales
- Developed training methods that allow the "Add a line" team to surpass sales quotas

### **iQor Philippines**

**October 2016-February 2019**

#### **Customer Service Representative/**

#### **Subject Matter Expert**

- Manage customers account
- Handles billing inquiry(First bill explanation, pro-rated charges, one time fees, expired promos)
- Resolve customer complaints
- Probe and discover the needs of the customer and recommend the appropriate service on their service
- Perform troubleshooting on the phone issues
- Provide customer a remarkable experience through pit on the call
- Build connections and rapport to the customer
- Provide one of a kind experience on every call

### **Mitsuba Philippines Corporation**

**April 2016-September 2016**

#### **Production Engineer**

Regular checking of the following:

- Assembly jig condition(accuracy, wear, tear, appearance and workability)
- Assembly machine condition(wear and tear, leakages, workability, cleanliness and daily maintenance)
- Poka-Yoke device condition(function, suitability, check gauges accuracy)
- Line set-up( 5S, efficiency, improvement items, line side setup) - Line document application and exactness)
- Quality and productivity improvement measures.
- Design and make action activities for good productivity.
- Promotion of Kaizen and implementation of activities.
- Prepare and carry out programs and actions to maintain good production conditions.
- Monitor all activities, particularly those related to rule maintenance.
- Prepare reports regarding activities and plans.
- Prepare sketches and drawings of improvement devices for test and implementation purposes.

### **Hayakawa Electronics Philippine Corporation**

**July 2015-February 2016**

#### **Quality Assurance Engineer**

- Assures the sample product meets the customer requirement.
- Create documents such as Final Inspection Checkpoints and Work Instruction
- Conducts Test Production analysis
- Assures the quality in process distribution -Explain and demonstrate inspection method and its criticality based on Final Inspection checkpoint
- Assures shipping Inspection Report conforms to the customer's requirement
- Handle and answer customer complaints using 5-why analysis(Root-cause analysis) and 8
- Disciplines of Problem Solving.
- Coordinate different departments to solve customer complaints
- Formulates corrective and preventive actions together with the team
- Ensures proper implementation of corrective and preventive actions
- Ensures countermeasures and changes in Man, Method, Material and Machine to avoid recurrence of customer complaint
- Prepares schedule to meet production quota
- Planning and scheduling of daily manpower allocation
- Creates Quality Improvement (Kaizen) on method and equipment