



Personal Information: **Michelle Camangyan Calibo**

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Objective:

As a committed team player, I aspire to join a renowned organization to contribute to its growth based on my expertise. I aim to further develop my capabilities by learning from new experiences within the structured framework of the organization.

Education:

- Bachelor of Science in Business Administration, major in HRDM (Undergraduate)
Misamis University, 2010 to 2011
- Secondary Education
Tugbongan National High School, Tugbongan, Consolacion, Cebu, 2006

Roles & Responsibilities:

- Soft-spoken and disciplined
- Possess a pleasing personality
- Efficient in promptly resolving all types of service and product-related complaints from customers
- Adapt quickly to changing environments
- Diligent, target-centric, and results-oriented

Expertise:

- Customer Service: Proficient in providing exceptional customer service, handling inquiries, and resolving issues efficiently.
- Technical Support: Experienced in providing technical assistance and troubleshooting for various IT-related issues.
- Office Administration: Skilled in performing clerical tasks, maintaining records, and coordinating office operations.
- Adaptability: Able to adapt quickly to new environments and work effectively under pressure.
- Target-Oriented: Demonstrated ability to meet and exceed performance targets while maintaining quality standards.

Experiences:

- Teletech
Customer Service Representative for a TELCO Account
March 2022 - February 15, 2024
- Accenture
Service Desk / Technical Support
July 2021 - December 16, 2021
- 3T Tire Supply
Office Clerk (Non-BPO)
March 2020 - December 2020
- Concentrix
Customer Service Representative
September 2019 - February 2020

Reference:

John Rayve Del Valle
Supervisor at Teletech

