

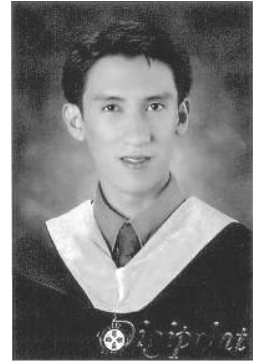
Michael Fabres Enriquez

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**Professional Background:**

Dynamic career with almost 14 solid years of Call Center and Business Process Outsourcing (BPO) experience with different roles in operations, team management, quality, sales and customer service experience.

Professional Experience:**Net Wizard Web Design and Hosting Services - Lead Generation Specialist /****1. Team Lead for Sydney New South Wales Campaign (promotion)**

January 2015 to March 2018 (3 years and 3 months)

2. Individual Home-Based Consultant and Team Lead (Part Time/Home Based)

April 2018 to Present

Net Wizard Web Design and Hosting Services

Unit 1012, Phil AXA Life Bldg., Sen. Gil Puyat Ave, Makati City

Flat Planet Philippines – Customer Service Specialist

June 7, 2014 to November 21, 2015 (1 Year and 4 months)

18th Floor, Robinson Summit Center,

Delttek Systems Philippines Ltd. - Customer Care Applications Analyst

April 12, 2010 to August 26, 2011 (1 Year and 9 months)

6th Floor, Enterprise Center,

Paseo cor Ayala Ave, Makati City Philippines

IBM Business Services – Case Manager

Client: Sara Lee United States

Integrated Managed Business Process Delivery BPD - Manila Delivery Center

July 16, 2009 to April 9, 2010 (Less than a Year / 9 months)

4th Floor Building E, UP North Science & Technology Park

Commonwealth Avenue, Diliman, Quezon City, 1121 Philippines

NetSuite Inc. - Senior Support Specialist

Customer Support Division

April 2008 to January 2009 (Less than a Year / 9 months)

RCBC Plaza, Makati City

E-Telecare Global Solutions Inc. – Quality Assurance Officer (Level 3) / Senior Technical Support Representative

QuickBooks Technical Support

January 2007 to March 2008 (1 Year and 2 months)

EastWood City Libis, Q.C. / Shaw Blvd., Mandaluyong City.



NCO Group of Companies (formerly RMH Tele Services Inc.) - Technical Support Representative
MSN Technical Support
ELJ Bldg ABS-CBN, Mo. Ignacia, Q.C.
March 2005 to January 2007 (1 Year and 10 months)

Educational Background:

Graduate - Bachelor of Science in Accountancy (2005)
Philippine School of Business Administration, Q.C.
Aurora Blvd, Quezon City Philippines

Personal Information:

Name:	Michael Fabres Enriquez
Age:	40
Status:	Single
Citizenship:	Filipino
Birthday:	March 31, 1982
SSS Number:	339-612-0769
TIN:	303-894-114-000
Philhealth Number:	030-501-979-003
HDMF Number:	303-894-114

**(Other reference, documents and information will be furnished upon request)*