

MIKKO BARNUEVO

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ABOUT ME

Always happy and willing to help! Being a full-time missionary has expanded my ability to empathize with people and to really connect with them. I served many different leadership positions on that voluntary service that helped me to gain valuable skills. I applied all the skills acquired as I worked in a corporate setting as a Customer Support where I received many positive feedback such as rating of 96% based on customer satisfaction surveys.

EXPERIENCE

Online Helpers (Remote)

Artificial Intelligence Trainer

(June 2023 – Present)

- Provided excellent and quality customer service by patiently listening and communicating through a unique AI customer service platform (Hi Auto)
- Received numerous great feedback as a high-ranking AT for 3-consecutive months
- Decreased Average Time Handling (AHT) by 30% by improving speed of order and thorough familiarity with the navigations

Accounting Support Intern (Remote)

(June 2022 – June 2023)

- Managing time entries and payrolls daily
- Making and editing sales and expenses reports daily, preparing financial statement and data entries of the profit and loss
- Monitoring time and schedules through Slack, Microsoft Teams and Screenshot Monitor

AZOVA Health Inc. (Remote)

Alpine, Utah, United States

Video Observation Technician

(January 2022 – June 2022)

- Handling hundreds of inbound and outbound calls daily for clients to do their COVID-19 antigen testing
- Editing, navigating profiles of the clients/patients using the unique software of the company
- Ensures quality and efficient call handling

VOLUNTEER WORK, LEADERSHIP, AND ACTIVITIES

The Church of Jesus Christ of Latter-day Saints

Tacloban City, Leyte, Philippines

Full-time Missionary

Social Media Leader

(May 2019 – May 2021)

- Proselyting, offering the Gospel to all people through empathy and unique way of service and some sales method
- Organizing meetings and plans for the 200+ fellow missionaries in the zone and in the whole mission
- Reports, finalizes, and implements plans to improve actions to improve vital key indicators as proposed to Mission President
- Performed brainstorming and implementing plans and techniques to share our messages through social media such as Facebook, Instagram, and Twitter

The Church of Jesus Christ of Latter-day Saints

Ligao City, Albay, Philippines

Branch Presidency Second Counselor

Ligao 2nd Branch (May 2021 – Present)

- Helping 465+ members of our branch to retain their activity in the Church through facilitating workshops, leadership trainings, and visits
- Communicating and assisting with empathy to the members who are struggling and giving them various ways of service
- Conducting weekly meetings, sacrament services, and monitoring the minutes
- Collaborating with the Area Leaders on monthly meetings and conferences
- Assisting branch clerk to input the offerings in the Church's system and treasury
- Keeping on track of the attendance of the members manually, liquidating any expenses used by the branch
- Managing Quarterly, Annual, and financial reports in the Church's system

EDUCATION

BYU-Pathway Worldwide

Salt Lake City, Utah, US

(Sept 2022 – Present) Anticipated 2024

Professional Skills PC102

- Professional course in resume writing, oral communication, interpreting data, networking, mathematics, and career management
- Performed and participating in a weekly gathering and collaboration with students to a Team Project where we worked on break even analysis and other fields of a business proposal

Life Skills PC101

- Significant course in time management, finances, quantitative reasoning, communication and orals skills, and essay writing
- Performed and participated in a weekly gathering in collaboration with school mates making and discussing data and work