

**Michael Bolante Cantilleps**

Blk 71 Lot 17, Catalina Vill., Antel, Bacao II, Gen. Trias, Cavite

Mobile No.: 09284619618

Email Add: [mcke.cantilleps@gmail.com](mailto:mcke.cantilleps@gmail.com)

Skype Name: michaelbcantilleps1

**PERSONAL DATA**

Date of Birth: March 6, 1977  
Gender: Male  
Civil Status: Married  
Height: 5' 3"  
Weight: 55kg  
Nationality: Filipino  
Religion: Catholic  
Permanent Address: San Fernando, Masbate, Philippines  
SSS# 33-2492755-2  
Pag – Ibig# 107002403314  
TIN# 232-915-437-000  
Philhealth# 19-089463997-4

**EDUCATION**

Course: BS Computer Technology  
School/University: Rizal Technological University  
Location: Mandaluyong City, Philippines  
Date: June 1997 - April 2001

**WORK EXPERIENCED**

Position: **Retail Sales Coordinator**  
Duration: April 2001 to October 2001, November 2001 to March 2002  
Company: Abenson/Electroworld, Inc.  
Job Description: Attend to Customers for Product Presentation  
Field Work for Customer Expansion  
Prepares Sales Report

Position: **General Accounting Staff**  
Duration: March 2002 to May 2003  
Company: Mix Plant, Inc.  
Prepares Delivery Report  
Prepares Sales Invoice  
Prepares Sales Book  
Prepares Adjusting Journal Entries  
Prepares Accounts Receivable Others  
Prepares Schedule of Employees Deduction  
Prepares Subsidiary Ledgers  
Prepares Financial Statements Schedules

Position: **Credit & Collection Staff**  
Duration: May 2003 to October 2007  
Company: Mix Plant, Inc.  
Prepares Statement of Accounts  
Prepares Adjusting Journal Entries  
Analyzes Accounts Receivable Trade  
Prepares Schedule of Accounts Receivable Trade  
Prepares Sales of the Month  
Prepares Subsidiary Ledgers  
Prepares Credit Letters and Notices  
Follow up Collectibles  
Prepares Financial Statements Schedules  
Conducts Reconciliation of Accounts

Position: **TREASURY SUPERVISOR (Reliever)**  
Duration: October 2005 to December 2005  
Company: Mix Plant, Inc.  
Prepares Payment for Suppliers  
Prepares Payment for Utilities  
Prepares Adjusting Journal Entries for Accrued Expenses

Position: **General Accounting Staff**  
Duration: October 2007 to January 2010  
Company: Mix Plant, Inc.  
Prepares Delivery Report  
Prepares Sales Invoice  
Prepares Sales Book  
Prepares Adjusting Journal Entries  
Prepares Accounts Receivable Others  
Prepares Schedule of Employees Deduction  
Analyzes Subsidiary Ledgers of Employees Deductible  
Prepares Financial Statements Schedules

Position: **Sales Agent**  
Duration: May 26, 2010 to November 8, 2010  
Company: Uconnects  
Dials Outbound for USD Account  
Conducts Sales Outbound for Opening of Account  
Conducts Sales Outbound for Cancellation of Account  
  
Awards: Second Sales Top Agent for June 2010  
Top Agent for July 2010  
Consistent Top 10 Agents from May 2010 to November 2010

Awards: Second Sales Top Agent for June 2010  
Top Agent for July 2010  
Consistent Top 10 Agents from May 2010 to November 2010

Position: **Team Leader/Sales Agent**  
Duration: August 9, 2010 to November 8, 2010  
Company: Uconnects  
Dials Outbound for USD Account  
Conducts Sales Outbound for Opening of Account  
Conducts Sales Outbound for Cancellation of Account  
Monitor Agents Performance  
Attending Supervisor's Call

Re-orient New Agent before Dialing  
Facilitates Re-Training for New Agents before Dialing  
Re-assess Daily Sales Performance  
Facilitates Pre-Shift/Post-Shift Meeting of Things to be Done and After Shift Team's Performance

Position: **Sales Associates**  
Duration: November 2010 to July 2011  
Company: Mitel Global Solutions, Inc.  
Dials Outbound for USD (USDDirectory.com Account)  
Conducts Sales Outbound for Opening of Accounts  
Provides Team Leader a Sales Tracker  
Activates Newly Acquired Accounts

Position: **Sales Associates**  
Duration: July 2011 to February 2012  
Company: Sidekiiks, Inc.  
Dials Outbound for USD (USDDirectory.com Account)  
Conducts Sales Outbound for Opening of Accounts  
Provides Team Leader a Sales Tracker  
Activates Newly Acquired Accounts  
  
Dials UK Accounts for PPI Claims (Payment Protection Insurance)  
Follow Up Call To Every Household in UK  
Explains About The PPI Claims  
  
Vacation Rental People.com  
Offering Vacation Rentals to be Advertise online  
Such as Vacationrental.com, Google, Yahoo, Bing  
Local.com and others

Position: **Sales Associates/Team Leader**  
Duration: April 2012 to Feb 2018  
Company: Work at Home/USDDirectory.com  
Job Description: Dials Outbound for USD (USDDirectory.com Account)  
Conducts Sales Outbound for Opening of Accounts  
Provides Team Leader a Sales Tracker  
Activates Newly Acquired Accounts  
Online Brand Designs  
March 2020 to December 2020  
Selling Branding Website to American Businesses  
All over United States

Position: **Operations Customer Service Representative II**  
Duration: May 2021 to September 2021  
Company: Telus/Work at Home  
Inbound Call  
Assists Delivery Concerns  
Assists Delivery Restaurant and Drivers  
Monitor the Delivery

Position: **Hotel Reservation Specialist**  
Duration: September 2021 to January 2022  
Company: Transworld System, Inc. MOA  
Inbound Calls  
Assists Guests for Reservation  
sBook for Hotel Reservation  
Assist Adjustment of Reservation

Position: **Technical Support II/WFH**  
Duration: January 2022 to May 2022  
Company: Sutherland, Inc  
Assist Client Troubleshoot Website  
Assist Client with Email Server  
Assist Client Correcting IP Address

Position: **Technical Support II**  
Duration: December 2022 to August 2023  
Company: Concentrix G5  
Troubleshoot Fiber Connection  
Assist with Fiber Connectivity  
Assist with Payment

Position: **Client Advisor 1**  
Duration: August 2023 to August 2024  
Company: Concentrix ANE  
Job Description: HR and Payroll  
Assists Client Hiring and Rehiring Process  
Assists Client Onboarding Process  
Assists Client Account Access  
Assists Client Payroll Process  
Assists Client for Accruals  
Assists Client for importing  
Assists Client for Reporting  
Assists Client Setting Up Earnings and Deduction  
Assists Client Payroll Correction  
Assists Client Setting Up Wage and Garnishment  
Assists Client Setting Up Health Savings Account  
Assists Client Setting Up Employees Tax  
Assists Client Generates Reports  
Create CIS Case  
Create Billing Case  
Create ITWO Case  
Create Distribution/Delivery Case

Position: **Team Leader**  
Duration: August 2024 to January 2025  
Company: Champion care  
Job Description: Monitor Team Performance  
Conducts process analysis  
Conducts one on one coaching to achieve goal  
Problem solving  
Delegating Tasks  
Leading by example

## **SEMINARS ATTENDED**

### **SEMINAR ON EFFECTIVE MANAGEMENT**

September 2002

World Trade Center of the Philippines

### **SEMINAR ON CREDIT AND COLLECTION**

November 2004

Asian Institute of Management

### **SEMINAR ON OCCUPATIONAL SAFETY AND HEALTH**

October 2005

Mix Plant, Inc., Quezon City

### **SEMINAR ON 5S OF GOOD HOUSEKEEPING FOR EFFECTIVE QUALITY MANAGEMENT**

November 2005

Tuscan Building, Legaspi Village Makati City

### **SEMINAR FOR FIRE PREVENTION MONTH**

February 2005, March 2006, March 2007, March 2008

German's Club Building, Legaspi Village, Makati City

### **Contact Reference:**

- |                    |                           |
|--------------------|---------------------------|
| 1. Jojet Siopongco | Team Lead Concentrix      |
| 2. Dexter Baria    | Senior Trainer Concentrix |
| 3. Shella Viray    | Team Leader Concentrix    |