



Personal

- Address**
Housing Mandurriao
5000 Iloilo
- Phone number**
09525222755
- Email**
doctomicris17@gmail.com
- Date of birth**
17-02-1991
- Place of birth**
Caliling Cauayan, Neg. Occ.
- Gender**
Male
- Nationality**
Filipino
- Marital status**
Single
- Driving license**
None
- LinkedIn**
Micris Docto

Interests

- Watching inspirational movies, doing investments, and discussing more business opportunities

Languages

- Tagalog
- English
- Hiligaynon

Executive Summary:

Highly accomplished professional with a solid background in customer service, billing, sales, and technical support. Offering 7 years of experience in delivering exceptional service, driving sales growth, and maintaining strong customer relationships. Proven expertise as a store marketing specialist, contributing to successful marketing campaigns and initiatives. Recognized as Employee of the Year 2022, showcasing outstanding performance and dedication to achieving organizational goals. Consistently awarded for exceptional contributions, including being recognized as the Employee for the 4th Quarter of 2022 and Employee for the Month of May 2021.

Known for exceptional communication skills, both verbal and written, with a keen attention to detail and a strong focus on delivering top-notch customer service. A dedicated team player with a track record of collaborating effectively with cross-functional teams to achieve common objectives.

Seeking a challenging position where I can leverage my extensive experience and skills to drive customer satisfaction, contribute to business growth, and make a significant impact within a dynamic organization.

Education and Qualifications

BSBA Financial Management Jun 2014 - Mar 2017
Carlos Hilado Memorial State University, Bacolod City

BSBA Financial Management Jun 2011 - Oct 2013
West Negros University, Bacolod City

Skills

Spreadsheets (MS Office and Gsuites)

Work experience

Customer Service Representative II Apr 2017 - Aug 2023
Concentrix Bacolod, Bacolod City

Sales Representative

- Generating sales leads
- Mastering information on a brand and its offerings.
- Presenting products and promotions to prospective customers.
- Meeting and surpassing sales quotas set by the company.
- Answering customer inquiries.
- Collecting client payments.
- Understanding customer needs and requirements

Technical Support Associate

- Fields support calls, chat, email, and/or other communication from users with inquiries regarding connectivity, and similar concerns.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems.

- Performs other related duties as assigned.

Retention Specialist

- Performs other related duties as assigned.
- Communicating with customers and support staff
- Collecting data about customer service trends
- Recording and responding to customer complaints
- Developing strategies to retain customers

Billing Support Associate

- Keep an accurate record of client accounts and outstanding balances
- Receive, sort, and track incoming payments
- Issue receipts for received payments
- Address and solve client questions and issues
- Securely handle client data and payment information
- Provide regular, accurate reports of billing data

Senior Customer Service Agent
IQOR, Talisay City

Nov 2023 - Sep 2024

Tech Coach
Asurion, Iloilo City

Sep 2024 - Mar 2025

Achievements

- Employee of the Year 2022
- Employee for the month of May 2021
- Employee for the 4rth Quarter of 2022
- Top Agent for the Month of April 2024
- Top Agent for the Month of May 2024

Custom section

INTERNSHIP:

Teletech Bacolod

Barangay Singcang Bacolod City
Negros Occidental, Philippines 6100
HRD Department
300 Hours

Yusay Credit and Finance Corporation

Yusay Building Araneta St. Bacolod City
Negros Occidental, Philippines 6100
Accounting Department
300 Hours

References

References available on request.