

Michael Joshua L. Velasquez

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Profile:

A highly skilled professional with 10 years of experience in customer service, email support, and technical support within a BPO environment. Adept at troubleshooting technical issues, delivering exceptional customer experiences, and ensuring timely resolution of complex inquiries. With a year of leadership experience as a Team Leader overseeing two Lines of Business (LOB), I have successfully managed teams, driven performance, and contributed to the development of training programs. Additionally, I possess valuable HR experience from my first BPO company, where I assisted with recruitment, onboarding, and employee relations. Passionate about enhancing team productivity and customer satisfaction, I am committed to continuous learning and leadership growth.

Personal Information:

Birthday: December 12, 1991

Age: 33

Status: Married

Educational Background

**Bachelor of Science in Business Administration, Major in Human Resources
Baliuag University, 2008 – 2012**

**High School Diploma
San Miguel National High School, 2004 – 2008**

**Elementary Education
St. Paul College San Miguel, Bulacan, 1999 – 2004**

Work experience and Key Responsibilities:

- **Transparent BPO (October 2022 – March 2025)**
- **Team Manager - BellHop**
- **Team Manager - GetAround**

Key Responsibilities:

- Supervised and led a team across two Lines of Business (LOB), ensuring adherence to performance standards, KPIs, and SLAs.
- **Performance Monitoring & Reporting:** Monitored team performance and provided regular feedback to ensure the achievement of service goals. Prepared performance reports for upper management.
- **Escalation Management:** Handled escalated issues from customers and team members, ensuring swift and effective resolution to maintain high customer satisfaction.
- **Process Improvement:** Identified areas for improvement in workflows and processes, making recommendations to increase efficiency and effectiveness.
- **Conflict Resolution:** Addressed interpersonal conflicts and provided guidance to team members to resolve issues while maintaining a positive work environment.
- **Employee Motivation & Engagement:** Fostered a positive, motivating team environment to maintain morale and productivity. Organized team-building activities and recognition programs.
- **HR Collaboration:** Coordinated with HR to manage recruitment, onboarding, and performance evaluations. Assisted with employee relations issues and employee retention strategies.
- **SME (Subject Matter Expert) - GetAround**

Key Responsibilities:

- **Expert Knowledge:** Served as a subject matter expert for GetAround's platform, providing in-depth knowledge and support to both customers and internal teams regarding the carsharing service, policies, and features.
- **Problem Resolution:** Addressed and resolved complex customer inquiries or escalated issues, ensuring timely and satisfactory resolution to maintain a positive user experience.
- **Process Improvement:** Identified and recommended improvements to internal workflows, operational procedures, and customer service strategies to optimize efficiency and service quality.
- **Cross-functional Collaboration:** Worked closely with product, engineering, and operations teams to provide customer feedback, propose feature enhancements, and contribute to the development of new tools.
- **Product Support:** Assisted in troubleshooting technical issues for both hosts and guests, including app-related problems, payment discrepancies, booking issues, and vehiclespecific concerns.
- **Documentation & Knowledge Base:** Contributed to maintaining and updating internal knowledge bases, FAQs, and documentation to ensure accurate and consistent information for both the support team and customers.

- **Escalation Management:** Took ownership of escalated cases, handling high-priority customer issues and ensuring a high standard of service is maintained across all customer touchpoints.

TaskUs Meycauayan – (March 20,2022 – June 28, 2022)

- **Financial Account - Chime**

Key Responsibilities:

- **Account Management & Support:** Provided expert support to Chime account holders, assisting with inquiries related to account setup, transactions, and troubleshooting.
- **Transaction Support:** Assisted customers with resolving issues related to deposits, withdrawals, and transfers, ensuring accuracy and security of financial transactions.
- **Product & Service Education:** Educated customers on the features and benefits of Chime's financial products, such as spending accounts, savings tools, and debit cards.
- **Technical Support:** Provided technical assistance to customers experiencing issues with mobile banking applications, account login, or functionality.
- **Escalation Handling:** Managed complex cases by addressing escalated issues promptly, offering solutions that met customer needs and aligned with company policies.
- **Compliance & Regulations:** Ensured all interactions adhered to regulatory guidelines and company policies to maintain the highest standards of financial integrity.
- **Collaboration with Teams:** Worked cross-functionally with product, security, and technical teams to resolve customer issues and improve account-related services.

- **Alorica Teleservices – (May 15, 2017 – March 2, 2022)**
- **Amazon Seller Support – (Seller Support – Customer Service)**

Key Responsibilities:

- **Seller Account Management:** Provided expert support to Amazon sellers, assisting with account setup, product listings, pricing strategies, and optimizing sales performance.
- **Issue Resolution:** Addressed a wide range of seller issues, including account suspensions, payment disputes, order fulfillment problems, and product listing errors, ensuring timely and effective resolution.
- **Policy and Compliance Support:** Ensured sellers' adherence to Amazon's policies and guidelines, offering guidance on Amazon's rules and best practices related to product listings, shipping, and customer service.
- **Technical Assistance:** Provided troubleshooting for technical issues related to Amazon's Seller Central platform, including account login problems, report generation, and listing updates.
- **Training & Best Practices:** Educated sellers on platform tools, reporting functions, and Amazon's best practices to help them optimize their business performance on the platform.

- **Performance Monitoring:** Monitored key metrics, such as seller performance ratings, A-to-Z guarantee claims, and customer feedback, advising sellers on how to improve their metrics and avoid penalties.
 - **Escalation Handling:** Managed escalated seller issues, ensuring that complex problems were swiftly addressed and resolved in line with Amazon's customer service standards.
 - **Order Management:** Assisted sellers with resolving order-related issues such as shipping delays, inventory shortages, and cancellations to ensure timely and smooth fulfillment of orders.
 - **Cross-functional Collaboration:** Worked closely with internal teams such as product management, technical support, and policy teams to resolve issues that required escalation or specialized attention.
 - **Customer Experience Focus:** Ensured that all interactions with sellers maintained a high level of professionalism and empathy, helping sellers succeed on the Amazon platform and fostering positive relationships.
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- **LG Electronics (Technical Support – Appointment Setting)**

Key Responsibilities:

- **Technical Support:** Provided high-level technical assistance to customers experiencing issues with LG electronics products, including troubleshooting for TVs, appliances, mobile devices, and home entertainment systems.
- **Appointment Scheduling:** Coordinated and scheduled service appointments for customers with LG technicians to resolve issues, ensuring timely and accurate appointments based on customer availability.
- **Product Diagnostics:** Assisted customers by remotely diagnosing technical issues, offering solutions, and providing guidance on troubleshooting steps for various LG products.
- **Issue Resolution:** Addressed customer complaints and technical concerns, offering clear explanations and ensuring customer satisfaction with product performance or service.
- **System Navigation:** Used LG's internal tools and systems to check product warranty status, repair history, and scheduling availability, ensuring that all service requests were properly logged and tracked.
- **Customer Communication:** Communicated with customers via phone, email, or chat to confirm appointment details, provide product information, and resolve technical issues in a timely manner.
- **Service Feedback:** Followed up with customers after appointments to ensure the technical issues were fully addressed and to gather feedback to improve future service delivery.
- **Documentation & Reporting:** Maintained accurate records of customer interactions, appointment details, and product issues in compliance with company protocols and quality standards.
- **Customer Education:** Provided customers with information on how to use or maintain their LG products, offering recommendations for optimal performance and troubleshooting tips.

MDS Calls Solutions

- **Human Resources Representative (October 2016 – March 2017)**

Key Responsibilities:

Recruitment & Staffing: Assisted in the recruitment process by posting job openings, reviewing resumes, conducting initial candidate screenings, and scheduling interviews to ensure a smooth hiring process.

- **Employee Onboarding:** Managed the onboarding process for new hires, ensuring all required documentation was completed, providing company orientation, and facilitating the integration of new employees into their roles.
- **Employee Relations:** Acted as a point of contact for employee concerns, helping resolve workplace issues, mediating conflicts, and ensuring a positive working environment.
- **Compliance & Policy Adherence:** Ensured adherence to company policies, labor laws, and regulations, advising employees and management on HR-related matters to maintain compliance.
- **Performance Management:** Assisted in performance review processes, providing guidance to both managers and employees on performance expectations, feedback, and goal setting.
- **HR Documentation & Reporting:** Maintained and updated employee records, prepared HR reports, and ensured that all documentation was organized and compliant with company policies and legal requirements.
- **Employee Engagement:** Assisted in the development and implementation of employee engagement programs, surveys, and recognition initiatives to enhance job satisfaction and morale.

- **Customer Services Associates (August 2013 – October 2016)**

Key Responsibilities:

- **Customer Support:** Provided exceptional customer service via phone, email, and chat, addressing customer inquiries, resolving issues, and ensuring overall satisfaction with products or services.
- **Product Knowledge:** Maintained an in-depth understanding of products and services to assist customers effectively and offer tailored recommendations to meet their needs.
- **Issue Resolution:** Handled customer complaints and concerns, troubleshooting problems, and offering solutions to ensure timely and satisfactory resolutions.
- **Order Management:** Assisted customers with order processing, tracking, cancellations, and returns, ensuring accurate and efficient handling of all transactions.
- **Upselling & Cross-Selling:** Identified opportunities to upsell or cross-sell products and services that aligned with customer needs, contributing to sales targets and revenue generation.
- **Customer Feedback:** Gathered feedback from customers and documented concerns to relay to management for continuous improvement of services and customer experience.
- **Complaint Handling:** Managed and resolved escalated complaints, ensuring customers were satisfied with the final outcome and maintaining a positive brand image.

- **Documentation & Reporting:** Kept accurate records of customer interactions, transactions, and issues in CRM systems, ensuring that all information was up to date for future reference.

Personal References

Lawrence Aguilar – 09475808005
Team Leader, Alorica Teleservices

Nikko Dela Cruz - 09062079487
Data Analyst, FIS Global Inc.

Jeffrey Balboa Babaan – 09397429172 Work
Force Specialist, Mds Call Solutions Inc.

A handwritten signature in black ink, appearing to read 'MJV', written over a horizontal line.

Michael Joshua L. Velasquez