



Michael Joseph
Mendoza

WORK EXPERIENCE

- Account Support Specialist – Duration (01/23–02/25)**
Precious Media (London)
- My tasks are project-based and includes:
- Contact searching – Conduct research to identify potential leads, gather and verify contact details from various sources, organize data in CRM systems, Spread sheet or Excel, and ensure compliance with data privacy regulations using tools like Linkedln, Hunter.io, and Google Suit or MS office.
 - Data entry –Accurately input, update, and manage data in spreadsheets, Excel, or CRM systems, ensuring data integrity, organization, and compliance while utilizing tools like Microsoft Excel, Google Sheets, and database management software.
 - Creating PowerPoint presentations- Design and create visually appealing PowerPoint presentations based on client instructions, ensuring clear communication, professional formatting, and alignment with brand guidelines using Microsoft PowerPoint and Google Slides.
 - E-commerce – Assist clients in e-commerce operations by creating and updating inventory, ensuring product information and images are accurate and up-to-date, and managing listings using tools like Amazon Seller Central and Salsify.
 - Market research – Conduct market research by analyzing industry trends, competitors, and consumer behavior to provide valuable insights, helping clients make informed business decisions using various research tools and data sources.

- Universal Support Agent –Duration (05/22–1/23)**
Sophi Outsourcing
- As a Universal Support Agent (USA), I was trained across multiple lines of business within the company. Whenever an agent was absent from a specific account, I would temporarily step in to cover the role. My training encompassed data entry, customer service, lead generation, back-office support, e-commerce, and real estate (LANDIS).

- Universal Support Representative – Duration (02/21-02/22)**
Netflix (International)
- Provide universal support for a streaming platform by handling inbound calls and emails, assisting customers with technical issues, account management, and troubleshooting to ensure a seamless user experience.

- Loyalty Support Representative – Duration (04/19–10/2020)**
Globe Telecom (Philippines)
- Assist customers with subscription or contract renewals by providing information, addressing concerns, and ensuring a smooth and seamless renewal process to maintain customer satisfaction and retention. After three months, I became a trainer for four months before returning to my agent role.

TOOLS AND PROFICIENCY

- | | |
|--|---|
| <ul style="list-style-type: none">• MS OFFICE• Diageo Content Hub• Monday.com• Similar web• Tools• Hunter.io• Sharepoint | <ul style="list-style-type: none">• Slack• Salsify• Tools• Sales force |
| | All of these elements should be:
★★★★☆ |

LINKS

- Sample Works: ([Gdrive](#))
- Portfolio link: [Canva](#)

About Me

I'm a passionate individual eager to learn new things and think outside the box to help solve problems effectively.

Education

- Completed course in Education
- Duration (01/2017 to 03/2019)
- Training Certificate for Product Specific Trainer
- Duration (08/2019 to 01/2020)

Professional Skills

- Basic Customer Service
- Basic E-commerce (Walmart and Amazon etc.)
- Creating Power point Presentation
- Contact Searching
- Basic Leadership

Language

- English 4/5

Character Reference

- Ramie Tanuco
- 09107848903
- tanucoramie@gmail.com
- Friend