



MIGUEL ANGELO SARMIENTO

FREELANCER

CAREER OBJECTIVE

The goal is to provide the best possible service to clients and business at the same time nourishing my skills and knowledge. Eager to partner with businesses to optimize their processes, maximize resources, and achieve significant cost savings through the implementation of my diverse skill set.

EDUCATION

BSBA Marketing Management (2016-2018)

Trinity University of Asia

BSBA Marketing Management (2013-2015)

University of Santo Tomas

BSBA Financial Management (2012-2013)

University of Santo Tomas

SKILLS

- Graphics Design and Editing
- Customer Service
- Leadership
- Data Entry
- Communication skills
- Video Editing
- Able to work collaboratively
- Leadership
- Team player
- Organizing
- Management
- Google Workspace (Google Suites)
- Microsoft Office
- Social Media Management
- Graphics Design
- Basketball Statistician
- Basketball League Management

PORTFOLIO SITE

WORK EXPERIENCE

Freelance

Bruntwork | Brodie Rec League | January 2024 - September 2024

- Watch game recording and track basketball stats
- Upload stats to Basketball Shift.
- Simple graphics design
- Admin tasks

Courtsight League | September 2024 - Current

- Watch game recording and track basketball stats
- Upload stats to Basketball Shift.
- Simple graphics design
- Customer Service - Instagram
- Social Media Manager

findmycoach | February 2024 - August 2024

- Simple video highlights editing
- Tracking highlight plays

Operations Supervisor | Team Leader

IntouchCX Inc. | October 2022 - Current

- Training and developing customer service agents
- Managing the programs engagement activities
- Payroll
- Analyzing some anomalies
- Handling escalations
- Performance Reviews
- Managing the day to day activity of the team
- Admin Tasks

Customer Service Representative

IntouchCX Inc. | April 2019 - October 2022

- Responding to emails and chat of mobile and web app users
- Troubleshooting their mobile app and account
- Discussing the process of their reports

Customer Service Representative

Concentrix | July 2018- April 2019

- Customer Service via phone call
- Assisting the customers needs such as, troubleshooting, billing, sales, account setup and online payment processing for a telecom company.

Sales Operations Assistant

Swift Elm Tree Inc. | May 2017 - February 2018

- Managing Real Estate Brokers
- Events, Marketing, Presentations, and Property Consultant
- Researching the area, analyzing the target market, and managing the sales goal of the company
- Managing inquiries via social media page