

# Micaella Lopez

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE- HEALTHCARE

Teleperformance Philippines | October 2021-September 2022

- Provide empathetic support to patients and healthcare providers, addressing inquiries and concerns promptly and compassionately.
- Uphold strict confidentiality, handling patient information with integrity, and adhering to HIPAA standards at all times.
- Ensure satisfaction by resolving issues efficiently and effectively, prioritizing the well-being and privacy of all individuals involved.

### SALES REPRESENTATIVE

Oppo| October 2019-October 2020

- 1. Educate customers on smartphone features and benefits to empower informed purchasing decisions.
- Drive sales through effective product demonstrations, addressing inquiries, and delivering exceptional service.
- Ensure a seamless buying process by providing comprehensive assistance and support to customers.

## EDUCATION

### BULACAN STATE UNIVERSITY

August 2020-July 2024

Bachelor of Science in Entrepreneurship

Business Administration

MAGNA CUM LAUDE

## TRAINING & CERTIFICATE

- Bangko Sentral ng Pilipinas - Educational Tour
- HIPAA Guidelines & Security
- Traversing Economic Recovery: New Dynamics of Business for Revitalizing Global Economy
- Business Implementation of our own Product (On-the-Job Training)
- Virtual Assistant Training

## REFERENCES

- **Monte Carlo Manalo** | Bulacan State University| Instructor montecarlo.manalo@bulsu.edu.ph| 09209013434
- **Emilor Enriquez** | Bulacan State University| College Faculty| emilor.dimagiba@bulsu.edu.ph| 09177929812
- **Helen Baesa** | Instructor| Bulacan State University| helen.baesa@bulsu.edu.ph| 09171183776

## CONTACT INFO



### Phone

+639254542172



### Email

micaellalopez08@email.com



### Address

Malolos, Bulacan. Philippines, 3000.

## CAREER OBJECTIVES

A dedicated individual with a relentless drive for excellence, seeking opportunities for continuous learning and professional advancement with a proven track record of delivering measurable results.

## PROFESSIONAL SKILLS

- Customer Service
- Sales
- Virtual Assistance
- Graphic Design
- Project Management
- Inbox Management
- Calendar Management
- Social Media Management
- Graphic Design
- Appointment Setting

## SOFTWARE EXPERIENCE

- Google and Microsoft Workspace
- Adobe Lightroom
- Canva
- Capcut
- Asana
- Amazon and Shopify
- Wordpress
- Facebook
- Instagram
- LinkedIn
- Twitter