



MICHAEL ANGELO MONGCUPA

Team Leader

✉ uefey7@gmail.com

☎ +329950729688

🏠 Block 16 lot 15, Georgia Plains, , Pamapanga , 2021 Mexico City

📅 February 7, 1991

♂ Male

🇵🇭 Filipino

🌐 [linkedin.com/in/michael-mongcupa-211862283](https://www.linkedin.com/in/michael-mongcupa-211862283)

SKILLS

Computer Engineering

Computer Literate

Google spreadsheet

Excel

Microsoft Office

Power Point

Windows

Microsoft Word

Xbox

detail oriented

written and verbal
communication skills

Fast learner

interpersonal Skill

work under pressure

Determined

positive attitude

work independently

LANGUAGES

English

Tagalog

EDUCATION

Zamboanga Chonghua Highschool 2004 - 2005

Computer Engineering 2008 - 2009
Ateneo De Zamboanga University

General Engineering 2009 - 2011
Western Mindanao State University

Geodetic Engineering 2011 - 2013
Western Mindanao State University

Bethany Child Development Center Zamboanga City 2007 - 2008

EMPLOYMENT

Chat Support Specialist 2014 - 2015
Xbox - Stream
We handle Technical Issues with Customers Account and Subscription, We do 2 to 3 chat boxes at the same time.

Tech support Master tech 2015 - 2017
Ameriprise financial
We handle Technical Issues with customers online investment accounts and Adviser Accounts.

Bid update Specialist 2017 - 2019
Partners360
We gather data about up coming BID in the area, We ask for the Bid date, Plan holders list, Addenda, Plan and Specs, and Etc.

Operations Team Lead 2019 - 2021
Partners360
I handle a specific team to support with their work, and bolster them to their full potential, as well as do weekly updates with the Client.

Chavacano

Bisaya

Chinese

Spanish

HOBBIES

- Playing Basketball
- Playing the guitar
- Cooking - Specialty Grilling
- Motorcycle racing but only against my wife
- Riding a car

Admin Team Lead

2021 - 2023

Contact solutions/Office Partners360

I handle 4 LOB with their data. I gather, extract and display data for the support team to use for their meetings with the client, as well as keep the data accurate and available to gauge each rep's work.

PROFILE

Objective:

To work with a reputed company in a position where I can develop and utilize my skills, and to develop, learn or explore new skills.

Experience:

Mike has over 9 years of experience in the Business Process Outsourcing industry, having been part of known companies and high performing teams specializing in both Customer Service and Technical Support functions.

Key Strengths and Competencies:

*Can work under pressure *Strong written and verbal communication skills *Good interpersonal Skill *Willing to work overtime *Willing to work in challenging dynamic and schedule-shifting environment *Fast learner with a positive attitude *Organized, accurate and detail oriented *Good Listener *Determined *Computer Literate (Microsoft Office, Windows Movie Editing) *Flexible in handling challenges and responsibilities *Can work independently can work with a team