

MICHAEL GAYGE DIÑO

About Me

Hi! I am someone who thrives in the comfort of home, where I can stay focused and productive. With a level-headed mindset, I approach challenges with clarity and a calm demeanor. My ability to maintain extreme focus allows me to accomplish tasks with precision and efficiency. I value consistency and discipline, and I am always striving to grow through my ability to stay grounded, no matter the situation.



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Zabarte, Caloocan City

Language

- English
- Filipino

Education

New ERA University

BS Business Administration
Major in Marketing Management
2012-2017

Experience

FOODPANDA LOGISTICS (Concepts in Action) Compliance/Acquisition Department/Rider Support 2024 - 2025 (February)

- Conducting investigations into compliance violations and courier/customer fraudulent activities.
- Monitoring and reporting on compliance trends and issues.
- Interviewing courier applicants and making sure the provided documents are not tampered with
- Documenting all data including courier grievances, resolution and investigation steps for legal team transparency
- Attending to courier/rider appeals using Zoho

MW ONLINE CASINO PLATFORM CUSTOMER SERVICE REPRESENTATIVE 2022 - 2024

- Resolving customer complaints and issues, ensuring customer satisfaction and retention.
- Addressing player account and payment concerns.
- Responding and handling 200+ inquiries daily using LiveChat, with duties including sign up and gaming concerns

BLUSKY CHEMICAL TRADING Caloocan - Philippines 2018- 2021

- Communicated with suppliers and vendors, negotiated prices, maintained and managed procurement correspondence and files.
- Served as primary point contact for purchasing inquiries and vendor-related request

FREE LANCE HIP-HOP DANCE INSTRUCTOR Manila - Philippines 2015-2017

- Choreograph for performances and competitions
- Directed and planned rehearsals and productions
- Cut and creates music mixes for classes and performances