

Michael Angelo C. Yeppez

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PROFESSIONAL SUMMARY

Detail-oriented Scheduling and Customer Support Professional with nearly 3 years of experience coordinating appointments, managing customer communications, and resolving service-related concerns in fast-paced environments. Skilled at handling scheduling changes, maintaining accurate records, and delivering exceptional customer experiences through empathy, professionalism, and problem-solving. Proven ability to manage multiple priorities while supporting operational efficiency and client satisfaction.

CORE COMPETENCIES

Appointment Scheduling • Calendar Management • Customer Service • Phone, Email & SMS Communication • Schedule Coordination • Conflict Resolution • Salesforce CRM • Billing & Account Support • Time Management • Multitasking • Team Collaboration • Active Listening • Problem Solving

PROFESSIONAL EXPERIENCE

Customer Service Representative

MSGNI Corporation | May 2023 – October 2023

- Managed appointment scheduling and service coordination for product repair and warranty-related requests.
- Assisted customers through inbound calls, providing troubleshooting support and resolving service inquiries efficiently.
- Processed account updates, billing adjustments, and service requests while ensuring accurate documentation.
- Coordinated communication between customers and service teams to ensure timely completion of appointments and repairs.
- Consistently met performance metrics through strong organizational skills and customer-focused service.

Customer Service Representative

TaskUs | October 2023 – March 2026

- Coordinated technician appointments, installation schedules, and service visits for customers requiring on-site support.
- Managed daily customer interactions involving scheduling updates, technical concerns, billing inquiries, and service coordination.
- Handled 20–30 calls per day while maintaining professionalism, accuracy, and strong customer satisfaction.
- Resolved complex scheduling and service-related issues by identifying solutions quickly and coordinating with appropriate teams.
- Maintained high quality assurance scores through attention to detail, effective communication, and timely issue resolution.
- Demonstrated adaptability and calm decision-making in fast-paced, high-volume support environments.

EDUCATION

West Philippines Institute and St. Martin De Porres Secondary Education