



# Michael Ordoyo

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June 02, 1989

Malamig, Mandaluyong

## PROFILE

**Virtual Assistant** for 2 years; **Customer Service Representative** for 3 years and 10 months; **Property Manager** for 1 year and 3 months; and **Technical Assistant** for 3 years and 2 months

## WORK EXPERIENCE

**VIRTUAL ASSISTANT** | Jan 2022 – July 2024 (2 years)

### Freelance

*Handled emails, managed calendars, social media accounts, and customer accounts using Kartra and Airtable; ordered wires for loans by gathering documents and encoded necessary information in various warehouse bank portal; and produced content through research and completed the layout on Canva*

**TECHNICAL SUPPORT** | Sept 2022 – Jun 2023 (9 months)

### Acquire BPO Philippines

*Consistently held the title of overall top-performing agent for several months, supported by a substantial amount of positive customer feedback*

**TECHNICAL SUPPORT** | Nov 2020 – Dec 2021 (1 year)

### Sutherland Global

*Recognized as the top sales agent for several months, garnering a multitude of positive feedback from customer surveys*

**PROPERTY MANAGER** | Dec 2016 – Mar 2018 (1.25 years)

### First Oceanic Property Management, Inc.

*Oversaw operations for two buildings, spearheading a team of around 50 workers; worked closely with the construction team to ensure completion of remaining tasks; and conducted regular coordination meetings with the tenants' administration team*

**TECHNICAL ASSISTANT** | Jul 2015 – Oct 2016 (1.25 years)

### Ayala Property Management Corporation

*Managed the construction of new buildings and the renovation of tenant spaces; ensured the functionality of all equipment and facilities; and promptly addressed any technical issues that arose*

## EDUCATION

**Bachelor of Science in Electrical Engineering**

*Iloilo Science and Technology University*

## STRENGTHS

organizational skills  
customer service skills  
adaptability  
teamwork  
technical skills  
integrity  
reliability

## INTERESTS



Rap music



Dancing

## REFERENCES

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