

# MICHAELA VENICE CONCEPCION



michaelaveniceconcepcion@gmail.com



+639763440567



Sta. Rosa, Laguna, Philippines

## PROFESSIONAL SUMMARY



Results-driven customer service specialist with a proven track record in high-volume inbound and outbound communications. Adept at assessing client needs quickly and providing tailored solutions to enhance customer satisfaction. Experienced in managing detailed client interactions, scheduling, and ensuring a seamless service experience. Known for exceptional communication skills, strong organizational abilities, and a collaborative spirit. Ready to bring my expertise in client handling and proactive problem-solving to the role of Appointment Setter at Simple.biz.

## WORK EXPERIENCE



### VILLA SPECIALIST

March 2022 - December 2023

### ELITE HAVENS -

LVM Holdings Pte. Ltd.-ROHQ

Makati 1229, Metro Manila,  
Philippines

- Familiarized with the company's villa properties (features, information, service offerings and the right points of contact of each), and acquired knowledge in leveraging the reservation and customer service portal, achieving a 90% accuracy rate in accessing resources quickly.
- Monitored customer service queue performance to ensure all inquiries were answered within 2 hours, exceeding the KPI target by 80%.
- Addressed 50+ customer inquiries weekly via Website Chat (Zendesk), Facebook, and Instagram.

- Managed over 100 outbound and inbound customer calls and emails weekly, ensuring efficient communication and high customer satisfaction.
- Assessed customer needs and inquiries quickly, providing solutions proactively, and accurately and thoroughly documented customer interaction details into the system during calls.
- Gathered, categorized, and managed client information, inquiries, and requests in our database to provide excellent customer service and maintain the confidentiality of sensitive information, ensuring utmost discretion. This has resulted in a noteworthy 70% decrease in booking complaints and an 80% success rate for bookings.
- Proactively recommended alternative villas that perfectly matched clients' requirements when their requested villa was unavailable.

- Facilitated the creation of invoices, payment links, and receipts while meticulously verifying the accuracy of stated amounts and ensuring the precise recording of payments received. Communicated with clients via phone call and email to promptly address any payment discrepancies.
- Supported team members in managing customer inquiries and issues while they were off duty, resulting in an 80% increase in customer satisfaction.
- Successfully managed 400+ bookings by consistently providing our high-end clients with professional transactions, ensuring accurate information about each of our properties, villa availability, and rental prices through the use of the communication platforms developed and used by the company.
- Efficiently organized requested facilities and amenities (e.g., airport transfers, meal preferences, extra bedding, excursions, and more), ensuring a seamless client experience from the initial contact to airport arrival, throughout their villa stay, and until their check-out. These efforts resulted in achieving an 85% satisfaction rate and consistently generated average monthly sales exceeding \$200,000.

### SKILLS



- Excellent Written and Oral Communication Skills
- Great Attention to Detail: Proofreading
- Organizational Management
- Multitasking
- Research/Information Gathering
- Travel Arrangement
- Technical Skills:
  - Basic System Diagnostics: Troubleshooting common system problems such as blank screens, blue screen errors, software performance issues, resolving basic network connectivity issues and ensuring hardware is operational.
  - PC Maintenance: Formatting PCs, software updates, performing routine maintenance
- Computer Skills:
  - Data Entry: Proficient in performing accurate and efficient data entry tasks, and managing databases.
  - Google Workspace: Experienced in utilizing Google's productivity apps (Gmail, Drive, Docs, Sheets, Forms, Meet, and Slides) for creating essential documents, as well as for file management, document collaboration, and cloud storage.
  - Microsoft Office Suite: Familiar with using MS Word for document creation, Excel for basic data tasks, PowerPoint for presentations, and Outlook for email, email management and scheduling.

### EDUCATION



#### BACHELOR OF SCIENCE

Hotel And Restaurant Management

#### STI College Caloocan

Caloocan 1400, Metro Manila

September 2021

### INTEREST AND HOBBIES

Cafe Hopping



Taking my dogs for a walk



Listening to Music



Video Games