

MICHELLE MALLORCA CASTRO

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ACADEMIC

Bachelor of Science in Marketing major in Management - 2013

University of Makati

Certificate of Salesmanship – **With Honors**

KEY SKILLS & SPECIALTIES

- ❖ Advanced Skills in Microsoft Suite
- ❖ Knowledge in Adobe Photoshop, Canva and the likes
- ❖ Proficient in Google Workspace
- ❖ Fluent in Zendesk CRM and Support Suite
- ❖ Outstanding Mathematical Skills
- ❖ Exceptional writing proofreading and copy-editing abilities
- ❖ Corporate Client Presentation
- ❖ Broad Sales experience with Customer Service
- ❖ Client retention
- ❖ Training and development
- ❖ Excellent oral and written English Communication Skills
- ❖ Strong Interpersonal Skills

CAREER SUMMARY

- **Quess Philippines, Inc.**
Account Manager/Sales
March 2023 – present
 - Responsible for overall Account management
 - Serve as the lead point of contact for all clients
 - Ensure the timely and successful delivery of endorsements
 - Client mapping, developing new business with existing clients, and/or identifying areas of improvement
 - Client presentation, including forecasting and tracking key account metrics (monthly sales results and monthly forecasts)
 - Assist with challenging client requests or issue escalations as needed
 - Ensure monthly employee engagement, constant visits, and calls to check on Employee satisfaction
 - Overall supervision of New Hire offer processing, medical check-up, disciplinary actions support, leave management, and all matters pertaining to HR management

▪ **The Penbrothers, International**

Account Manager/Brand Operations Assistant/Customer Success Officer

September 2021 – March 2023

- Responsible for brand development of multiple brands
- Serve as the lead point of contact for all customer account management matters
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Develop new business with existing clients and/or identify areas of improvement
- Client presentation, including forecasting and tracking key account metrics (weekly/monthly sales results and monthly forecasts)
- Training and Development of Sales and CSR Team
- Assist with challenging client requests or issue escalations as needed

▪ **ALORICA PHILIPPINES, INC.**

Account Manager/Subject Matter Expert/Sales/CSR

October 2020 – August 2021

- Started as Customer Service Representative for Telco account based in US.
- Responsibilities include: sales for new customers, handle billing and account queries, upselling phone subscriptions and customer retention.
- Promoted as Subject Matter Expert guiding support and resolving issues which includes answering supervisor/managerial calls.
- Assigned to Coach/Train agents and help them improve weekly/monthly KPI.
- Provide reports and feedback for monthly town hall meeting and client presentation

▪ **CITY OF DREAMS, MANILA**

Croupier-VIP/Junket

January 2018 – August 2020

- Assigned in taking control of the table game and ensuring each patron are complying with the rules given
- Expertise in multiple table games
- Front line in Customer Service
- Collect the chips and calculating payouts to winners without using calculator
- Work with VIP patrons from different nationalities

▪ **COAST REDWOOD, INC.**

VIP Croupier/ Assistant Pit Supervisor

April 2015 – January 2018

- Initially Croupier, assigned in taking control of the multiple table games
- Assigned as Pit Supervisor responsible for maintaining proper work etiquette and observing activity on the casino floor

- Record wagers and compile reports
 - Evaluate workers' performance
 - Coordinate with the technical team for maintenance of malfunctioning machines.
- **CROWNTECH ENTERTAINMENT, INC.**
VIP Croupier/ Team Leader
 June 2013 – March 2015
 - Initially Croupier, assigned in taking control of the multiple table games
 - Promoted as Team Leader responsible for overseeing schedule, breaks, and overall performance of colleagues
 - Proficient in multiple table games
- **GLOBAL INNOV8ION, INC.**
Medical Service Representative
 October 2012 – January 2013
 - Medical Service Representative for an account based in US
 - Handles Inbound and outbound calls
 - Answer calls for potential customers, handle billing and account queries, upsell and cross-selling medical equipment, and retain customers.

AWARDS & CREDENTIALS

- Certificate of Salesmanship – WITH HONORS 2012
- Top Agent, Customer Service, and QA awardee 2020-2021
- Top SME for WLNP Department 2021
- Outstanding Dealer Award 2017
- Scholar of Parish Youth Ministry in St. Andrew The Apostle Parish (2010-2014)
- Project Citizen Philippines Best Speaker Award (2010)
- Copy reading and Headlining Winner 1st place-Regional and Division-wide

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Michelle Mallorca Castro