

MICHELLE BUCAG

CUSTOMER SERVICE AMBASSADOR



SUMMARY

Results-driven customer experience professional with a strong background in tech support, customer service, and retention. Skilled in managing inquiries across multiple channels (phone, chat, and email), troubleshooting technical issues, and driving customer satisfaction. Adept at problem-solving, communication, and soft selling, ensuring a seamless customer journey. Passionate about delivering top-tier support and enhancing customer loyalty.

CONTACT

-  [linkedin.com/michelle-bucag](https://www.linkedin.com/in/michelle-bucag)
-  0995-023-2814
-  michelle.bucag@gmail.com
-  Gran Europa Cagayan de Oro City, 9000

EDUCATION

CAPITOL UNIVERSITY

2016-2020

Bachelor of Science in Marine Transportation

AREAS OF EXPERTISE

Customer Service Excellence

- Strong background in delivering top-tier support via phone, chat, and email.

Technical Troubleshooting

- Skilled in diagnosing and resolving internet, device, and network issues.

Sales & Retention Strategies

- Experienced in upselling, retention, and guiding customers to make informed purchasing decisions.

Technical Skills & Proficiencies

- Customer Support Tools
- Communication Platforms
- Productivity Tools
- Operating Systems
- Chat & Email Support Platforms

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | T-MOBILE |

TELEPERFORMANCE CDO 2020-2021

- Handled billing, service, and product inquiries with a customer-first approach via phone and chat.
- Consistently met performance targets while delivering efficient and personalized support.

TECH SUPPORT REPRESENTATIVE | AT&T

TELEPERFORMANCE 2022-2023

- Provided troubleshooting assistance for internet, device, and network issues with clear, step-by-step guidance.
- Ensured high customer satisfaction by resolving technical concerns efficiently and professionally.

CUSTOMER HAPPINESS AMBASSADOR | AG1

2023 -2024

- Delivered top-tier customer support via phone, email, and chat, ensuring timely resolution of issues.

SALES AND RETENTION AMBASSADOR | AG1

2024 - JANUARY 21, 2026

- Drive customer retention strategies by resolving concerns and offering tailored solutions.
- Assist customers in making informed purchasing decisions, increasing upsell opportunities.
- Maintain high customer satisfaction ratings through empathetic and effective communication.

CUSTOMER RETENTION SPECIALIST | ASCENDANT E-COMMERCE LLC

FEBRUARY 2026 - MAY 2026

- Results-Driven Sales & Retention Specialist | Customer Experience & Loyalty Expert

REFERENCES

RENES PACAÑA

Supervisor | AG1 | Support Zebra

 09913957324

 renespacana95@gmail.com

MICHAEL BULLSON PANHAY

Mentor | AG1 | Support Zebra

 09150649661

 thinkmichael63@gmail.com