



# MICKIE EMBUDO



## PHONE

+63 961 610 6544



## EMAIL

embudomickie@gmail.com



## ADDRESS

Cabaguio Ave., Davao City

## PROFILE

Involve ability to manage tasks independently, communicate effectively, and maintain a high standard of work ensures consistent, efficient results in virtual environments.

## SKILLS

Lead Generation

Inbound/Outbound

Google Workspace

MS Office

Encoding

## AWARDS



### SixEleven Global Services

Top Performer

Exceed Quality Assurance Standards



### MEDICARE

QUALIFIED LEADS

### VXI - AT&T MSS

WIRELESS/MOBILE SELLER

FIBER/INTERNET SELLER

Exceed Quality Assurance Standards

## EDUCATION HISTORY

2021 - 2023

Science Technology

Engineering Mathematics

Davao Doctors College

2023 - 2024

BS Customs

Administration

Holy Cross of Davao College

## WORK EXPERIENCE

### TELEPERFORMANCE - XFINITY

Proficient in translating complex technical information into clear, user-friendly language, ensuring customer satisfaction and retention. Demonstrated ability to handle high-volume environments, prioritize tasks effectively, and work collaboratively with cross-functional teams to resolve issues promptly.

### SIXELEVEN GLOBAL SERVICES

#### Customer Service Representative

As a Customer Service Representative, I handle inbound calls, address customer concerns, and process tickets efficiently. I ensure timely resolution of issues, provide clear communication, and maintain a high level of customer satisfaction.

### MEDICARE

#### Appointment Setter

As an Appointment Setter, I assist customers in scheduling appointments for auto warranty services. I efficiently manage and process schedules, ensuring timely and accurate bookings while providing excellent customer service and ensuring all warranty-related needs are met.

### VXI - AT&T MSS

#### Customer Service | Sales Agent

Results-driven professional with experience in technical support and sales, skilled at resolving technical issues while identifying upselling opportunities to boost customer satisfaction and drive revenue.

## REFERENCE

René Zamora

Team Leader

Jim Fernandez

Project Manager