

MIGUEL ANTONIO R. LAURESTA

Mobile: 09391485802

Skype: miguel.lauresta

miguel.lauresta@gmail.com

Professional Summary

Project Manager with a background in several industries like technical and customer support and content generation and moderation. Have helped several companies in managing their projects from a content perspective to workflow ideation and execution.

Employment History

- **Convergys Philippines (July 2006 – September 2011)**

Position: Technical Customer Care Representative (Level 1)

- Responsible for handling calls regarding internet connection (such as DSL/Broadband) for single networking clients.
- Handling issues regarding home networking setup (routers for multiple connections).
- Serving the customer on a timely basis and giving them excellent customer experience.
- Moved into taking calls for credit card investigations specifically potential fraud charges.
- Promoted to assistant workforce analyst and was responsible for handling and directing the movement of agents needed to answer phone calls at a given time interval. Also provided the necessary reports on the performance of the account from a service delivery context that was used by different supervisors.

- **Freelancer (January 2012 – Present)**

- Main tasks include research, content generation and management, and project management.
- Content moderator for an online task-oriented marketplace and prevented dubious and/or lewd tasks from being uploaded
- Wrote for a real estate website and helped them in generating more online traffic and appointments for their website and business.
- Became a writer for an online media website focusing on entertainment, pop culture, and film and provided added context and nuance to whatever is trending media news at the moment.

- Shifted into project management and became responsible for being the point person between clients and the team. Updating both clients and the team on the status of the different projects and creating an achievable workflow according to client specifications. Maintained internal and external tracking reports on cycle time and similar concepts and prepared regular reports for both clients and the team for review in the future.

Educational Background

June 2002 – March 2006

Bachelor of Science in Computer Science

Adamson University

900 San Marcelino St. Ermita, Manila

Affiliations

- Managing editor, *The Adamson Chronicle*, the Official Student Publication of Adamson University from 2004-2005

Experiences

- On-the-job training at Level-Up! Games Incorporated (Sales Department). Carried out clerical work. Answered and explained customer queries. Coordinated customer queries to sales representatives.
- Officer and Organizer of two seminars. Corresponded with different companies to sponsor the seminar. Planned and delegated tasks to committees.

Skills

Project Management, Time Management, Effective Communication,