



MIGUEL H. LLEVA

Block 18 Lot 06 Deca Homes Balele, Tanauan City Batangas
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llevamiguelhernandez@gmail.com

SUMMARY

Skilled in customer service over the phone, good in technical background, can work under pressure, and flexible in any duties and responsibilities may be adhering by the Company. Can handle irate customers and emphasizing according to the situation. Motivated and always willing to learn new things.

SKILLS

- Active Listening
- Communication
- Creativity
- Customer Service
- Decision Making
- Teamwork
- Problem-solving
- Critical Thinking
- Technical Skills
 - Network Troubleshooting
 - Software Troubleshooting & Maintenance
 - System Analysis
 - Database Design & implementation
 - Application Programming
- Basic Computer
 - MS Word
 - MS Excel
 - MS PowerPoint

PERSONAL INFO

Date of Birth : December 22, 1991
 Place of Birth : Masbate City
 Age : 32 yrs. old
 Height : 5'3
 Blood Type : O
 Civil Status : Single
 Contact Person : Carlo Atanante
 09171044883

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

STI College Legazpi City Albay
June 2009 – May 2014

Experience

TENET GLOBAL BUSINESS CENTER, INC

Employee Service Center Representative (HRSS)
May 2022 – July 2024

OPTUM GLOBAL SOLUTIONS

Customer Service Representative
June 2019 – July 2021

TELUS INTERNATIONAL PHILIPPINES

Customer Service Representative
October 2018 – March 2019

CUSTOMER CONTACT CHANNELS

Customer Service Representative
June 2017 – July 2018

PROVINCIAL CAPITOL of ALBAY (Accounting Dept)

Technical Staff/ Admin Aide I / DBP Prooflist Encoder
April 2014 – December 2016

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

Staff / Job-order
August – October 2013

SEMINARS & TRAINING

FIRST AID & BASIC LIFE SUPPORT

TENET GBC & SYNERQUEST
Seven Neo Building Crescent Park BGC Taguig City
May 23, & 24 to 30 & 31, 2024 (32 hours)

LOSS CONTROL MANAGEMENT

TENET GBC & SYNERQUEST
Seven Neo Building Crescent Park BGC Taguig City
Oct 18, 19, 20, 24, 25 & 26, 2023 (48 hours)

BASIC OCCUPATIONAL SAFETY & HEALTH (BOSH) TRAINING

TENET GBC & SYNERQUEST
Seven Neo Building Crescent Park BGC Taguig City
Oct 3, 4, 5, 6 & 10, 2023 (40 hours)

LEAN SIX SIGMA WHITE BELT

Prof. Dr. Marcelo Machado Fernandes (Online Training)
June 15, 2022

BAYAN MO I – PATROL MO (ABS-CBN)

STI College Legazpi
Rizal Street, Legazpi City
March 2013

DRUG PREVENTION

STI College Legazpi
Rizal Street, Legazpi City
November 2012

PRODUCTION & OPERATIONS MANAGEMENT: BEST PRACTICES

STI College Legazpi
Rizal Street, Legazpi City
March 2011

LEADERSHIP AND CAREER CONGRESS

Concourse Convention Center
Legazpi City
November 2010