

Mikhail Ruski Rivero

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Executive Assistant | Former BPO/Call Center Operations Expert | Multifaceted Experience in Customer Service, Billing, Sales & Tech Support

With over 8 years of solid experience in various facets of the BPO or Call Center industry, I bring a wealth of knowledge and skills to the table. My journey has seen me thrive in roles such as Customer Service Representative, Billing Representative, Sales Representative, and Technical Support Specialist.

Currently, I proudly serve as an Executive Assistant at a dynamic brokerage firm with operations spanning Texas, Florida, and California. Here, my expertise aids in streamlining processes, enhancing client relationships, and driving our team towards success.

Career Highlights:

- **Customer Service Excellence:** Resolved customer inquiries with professionalism, leading to improved customer satisfaction rates.
- **Sales Expertise:** Delivered outstanding sales results by understanding customer needs and aligning them with the right products.
- **Tech Support Wizardry:** Provided technical support that ensured customer issues were resolved promptly, maintaining high levels of user satisfaction.
- **Leadership Prowess:** Leveraged strong leadership skills to mentor peers and lead teams toward achieving collective goals.

I am passionate about fostering positive client experiences, optimizing operational efficiency, and leading teams to success. My background has sculpted me into not just a leader but also a collaborator who values teamwork and innovation.

PROFESSIONAL EXPERIENCE

Executive Assistant / Sealey Business Brokers (06/2021) - Present

- Demonstrated exceptional customer service management at Sealey Business Brokers with timely and professional resolution of inquiries.
- Contributed to sales initiatives through lead generation, client follow-ups, and nurturing long-term customer relationships.
- Expertly administered scheduling and logistical arrangements for the President/Owner, ensuring well-organized appointments and meetings.
- Elevated the company's digital footprint by developing compelling online content and blog posts that engage audiences.
- Maintained document integrity by meticulously performing grammar checks and proofreading tasks, upholding a standard of excellence.
- Employed data analysis techniques to compile insightful reports, aiding strategic decision-making processes.
- Implemented process improvements to enhance operational efficiency and workforce productivity.
- Provided comprehensive personal assistance to the President/Owner, managing both professional and personal scheduling commitments.
- Possess technical website management skills, adept in HTML for front-end updates and customizations through WordPress.
- Creates company specific graphics/multimedia designs for social media and website content.
- Managed daily operational tasks including the intake of calls and emails, collaborating closely with the operations department.

Owner / UpgradeIT.PC (08/2020) - Present

- Founded and managed UpgradeIT.PC Builders, specializing in custom desktop PCs tailored for general use, gaming, and streaming.
- Delivered personalized consulting to clients to create high-performance workstations meeting specific needs.

Customer Care Professional/ Afni Philippines Inc
(06/2019) - (12/2020)

Customer Service Professional/ Convergys PH
(11/2016) - (06/2018)

Customer Service Representative / Afni Philippines Inc
(05/2016) - (11/2016)

Escalation Manager / Convergys PH
(05/2012) - (09/2015)

Technical Support Representative / Sitel PH
(08/2010) - (11/2011)

EDUCATION

Bachelor of Music / University of Santo Tomas
(06/2007) - (09/2009)

- Developed proficiency in music theory, ear training, and performance through coursework and private lessons
- Participated in multiple ensembles, honing skills in collaboration, communication, and adaptability
- Successfully completed and presented at a recital, showcasing musical talent and dedication to the craft
- Demonstrated leadership by serving as section leader in orchestra and choir, mentoring peers and fostering a positive learning environment