

Hi, I'm MICHAEL VICTOR P. MARASIGAN.



Professional Summary

- Well-organized and knowledgeable customer support representative able to stay calm under pressure, and quickly resolve customer complaints and address issues. Offering skills in call control, order management, and team collaboration. Effortlessly engage customers with good communication skills to boost satisfaction and build loyalty.
- Energetic customer service professional eager to deliver positive, memorable experience to every customer. Consistently exceed expectations with strong time management and multitasking abilities. Quick learner and hard worker with natural sales talents.

Contact

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MBO, MAKATI, 1216 PHILI
PPINES

Experience

SENIOR CUSTOMER SERVICE REPRESENTATIVE *Feb 2018 - Current*

HCL Technologies, TAGUIG, PHILIPPINES

- Worked collaboratively across disciplines to meet customers' needs and build effective solutions.
- Coordinated resolutions for advanced customer problems and implemented actions to maintain customer loyalty and correct both singular and repetitive issues.
- Prepared for customer inquiries by studying products, services, and customer service policies.
- Assisted with product returns, damaged items, and warranty claims.
- Met performance goals established by management.
- Researched and followed up on customer requests.

TECHNICAL SUPPORT REPRESENTATIVE *Jun 2014 - Dec 2017*

CONVERGYS, MAKATI, PHILIPPINES

- Documented and maintained detailed records of support requests, escalations, and actions taken.
- Diagnosed program malfunctions, identifying root causes and implementing corrective solutions.
- Guided users through detailed hardware installations and technical fixes via phone call, email, and live chat.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;

Skills

- Inbound and outbound calling
- Troubleshooting
- Customer service
- Conflict resolution
- Order processing
- Problem resolution
- Inbound call answering
- Data entry

- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
- Stay current with system information, changes and updates

Education

- **BACHELOR OF SCIENCE - NURSING**
Oct 2012
UNIVERSITY OF PERPETUAL HELP SYSTEM DALTA, *LAS PIÑAS,*
PHILIPPINES
- **CAREGIVER TRAINING - CAREGIVER FOR CHILD AND ELDERLY**
Sep 2013
FIL-CANADIAN TRAINING & DEV'T CENTER FOR CAREGIVERS,
MAKATI, PHILIPPINES
- **HIGH SCHOOL DIPLOMA**
Jun 2008
PATEROS CATHOLIC SCHOOL, *PATEROS*