

Michael Bangsoy

To obtain a position that will effectively utilize my skills and experience and the opportunity to work with a team.



Personal details

Name

Michael Bangsoy

Email address

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Phone number

+639453512960

Address

Zone 6 Old Road Agat, Sison,
Pangasinan 2434

Date of birth

December 5th, 1989

Place of birth

Sison, Pangasinan

Gender

Male

Nationality

Filipino

Civil status

Unmarried

Languages

English

Education

Jun 2011 - Mar 2013

Associate in Electronics Technology

Baguio College of Technology, Baguio City

Employment

Aug 2015 - May 2018

Consultant at Microsoft

Sutherland Global Services, Clark City, Pampanga,
Philippines

- Troubleshoot Windows and Office software and hardware concerns.
- Upsell Microsoft Office and Windows products.

May 2018 - Jul 2019

Outlook.com In-app Email Support

Sutherland Global Services, Clark City, Pampanga,
Philippines

- Assist the customers with their Outlook.com technical concerns and inquiries.

Jul 2019 - Sep 2020

Technical Support Representative at magicJack

Sutherland Global Services, Clark City, Pampanga,
Philippines

- Assist the customers with their magicJack technical concerns, address some sales and billing inquiries.
- Have done some Quality Assurance task — scrubbed DSAT cases, do some analysis such as what advisor could have done better, opportunities found, what have caused the DSAT, and decide if it's controllable/non-controllable case.

Oct 2020 - Feb 2022

Customer Service Representative - L2

Majorel, Clark City, Pampanga, Philippines

- Troubleshoot iOS and iPadOS concerns.
- Assist the customers with their iTunes and Billing concerns/inquiries.
- Assist the customers with their macOS concerns/inquiries.

Oct 2013 - Mar 2015

Project Agent / Supervisor

SynerG Outsourcing Inc., Baguio City, Philippines

- Sorting out calls if it's sales, service, or others for Home Improvement campaign.
- Appointment setter for Windows & Doors and EcoTech campaign.
- Supervisor, Trainer and Quality Analyst for HVAC campaign.

Certificates

Basics of Supervisory

Early Leadership Program