



**Michelle Mae O. Sy**  
Customer Service Support

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  - 📍 Caloocan, Philippines
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**OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills and ability to work well with people

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**WORK EXPERIENCE**

**Advisor I**

**Concentrix CVG, Philippines**

**April 24, 2023- present**

- Technical support - Plays a crucial role in identifying, investigating, and resolving user problems related to computer software, hardware, and subscription services. At the forefront of ensuring that users have a positive and productive experience with the technology offering.

**Process Associate**

**Genpact Services LLC., Philippines**

**December 6, 2021 – April 16, 2023**

- Process Associate - Fraud Resolution and Customer Support, I play a vital role in maintaining the trust and confidence of our customers. This position requires a dedicated individual who is skilled in handling fraud charges, filing disputes, adjusting credit limits, replacing credit cards, and assisting customers with account-related issues, including password resets and account retrieval.
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**SKILLS**

- Basic Internet function and Windows application.
  - MS Office applications.
    - MS Word
    - MS PowerPoint
    - MS Excel
    - MS Outlook
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**EDUCATION**

**Alternative Learning System**

New Era University, Philippines (2023)