MIKHAIL ANTHONY ABERCA

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207 Magdamit Compound, Bry., 15, Marquez St., Old Albay, Legazpi City

RELEVANT SKILLS

- QA Specialist
- SME
- Quality Customer Service

EDUCATION HISTORY

UNIVERSITY OF NUEVA CACERES
Bachelor of Science of Business Administration in Economics, Naga City **2004 – 2007**

ATENEO DE NAGA UNIVERSITY HIGH SCHOOL
High School **1996 – 2000**

WORK EXPERIENCES

SME Operations
CNX - Concentrix
PHL NCR QC Work-at-Home
Octorber 17,2022 - PRESENT

- *Assisting advocate in handling calls. Providing real time assistance with process and call handling.*

Consultant
Sutherland Global Solutions(Victory Village, Embarcadero Site, Legazpi City)
December 8,2018 - October 16,2022

- *Handling calls of customers of a travel account, including Making outbound calls to property owners to resolve customers issues.*

Sr. Quality Specialist
Sutherland Global Solutions (Victory Village, Embarcadero Site, Legazpi City)
January 1, 2014 – January 10, 2018

- *Has a Strong understanding of Contact Center industry practices, measurement, drivers and performance improvement strategies*

SKILLS

- Professional attitude and proven strong customer service orientation
- Ability to communicate and engage effectively, verbally and in writing (in English) with customers and colleagues
- Ability to learn quickly
- Solving complex issues that may involve interpreting the needs of the customer, determining the solution to the problem and assessing any downstream impact
- Willingness to undertake additional projects and responsibilities from time to time
- Flexibility with work times – including rotational shift work
- Proficiency in MS Office and Adobe Applications

WORK EXPERIENCES…

Continuation…

- *Has a Strong understanding of Contact Center industry practices, measurement, drivers and performance improvement strategies*
- *Coach staff to deliver superior customer service in line with global customer support guidelines*
- Maintain and improve the key performance measurement of HughesNet
- Help improve first call resolution results and actively drive more resolution on the initial query
- Assist the team in providing a memorable and positive customer experience
- Work with the team to reduce the volume and time of outstanding service requests and ensure staff understand and are adhering to procedures
- Proactively contribute ideas to the F&R CS – Helpdesk management team
- Complete monthly call assessments and coaching targets for respective teams in line with Quality guidelines
- *Proactively manage performance and coach customer support*
- Create a Learning culture environment by sharing knowledge with the F&R CS – Helpdesk team as a whole and championing learning initiatives

AWARDS AND RECOGNITIONS

Meeting the Metrics for a Year
Recognition given for consistently passing the metrics for the year for Project LEXXUS
HINDUJA Global Solutions
October 2010

Special Recognition
for consistently passing all metrics for the 2nd quarter of 2009
HINDUJA Global Solutions
September 2009

Customer Service Representative of the Year
HINDUJA Global Solutions
April 2009

Given Certificates of Appreciation for attaining FCR 2009
Meeting the Metrics for a Year
Award given for consistently passing the metrics for the year for Project LEXXUS
HINDUJA Global Solutions

WORK EXPERIENCES...
Continuation...

Senior Healthcare Associate (Senior Subject Matter Expert)
Hinduja Global Solutions Inc., (Eastwood City, Libis Quezon City)
April 13, 2007 – July 01, 2013

- *Has a strong understanding of Hinduja Global Solutions – Lexxus(Aetna), products, business and service drivers.*
- *Solving complex issues may involve interpreting the needs of the customer, determining the solution to the problem and assessing any other unstated needs*
- *Act as a TEAM POC, handles and manages break schedule and conduct Team huddles in cases Team Manager are out*
- *Provide coaching, mentorship and real-time support to team mates*

FCR – CSAT Champs

- *Provide and attend Open Book sessions with OMs*
- *Collaborate with fellow Lexxus SMEs to formulate and activities which would help improve performance level*
- *Handle escalations, high severity and complex cases especially involving Platform Operations, Whole site issues, etc.*

I hereby certify that all information provided is true and accurate.

Thank you,

Mikhail Anthony M. Aberca