

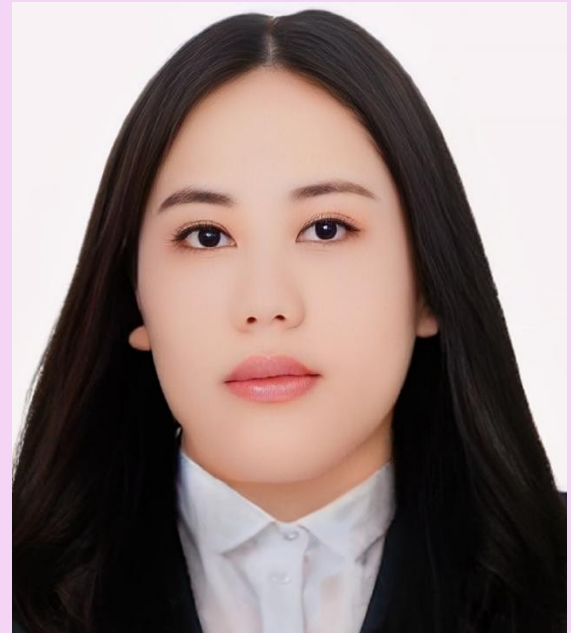
# Michelle Gillo

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## **ABOUT ME:**

A Customer Service Professional, who's been in a BPO Call Center Industry for 14 years.

Responsible, passionate, dedicate, flexible in resolving customer's concerns, inquiries, complaints, managing customer's account, problem-solving skills with clear communication that provides an excellent quality of customer service experienced and satisfaction.

Virtual Telemarketing Professional, handled a B2B services for 9 years.

A Lead Generation Specialist:

Prospecting, outreach, and lead nurturing, to help businesses save time, improve conversion rates, and drive more sales.

## **SKILLS**

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Customer Service  
Basic Computer Knowledge  
Written and Verbal English Communication Skills  
Multi-tasking  
Data Entry

## **TOOLS**

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Microsoft Office such as Teams; Word; Excel & PowerPoint  
Google such as Search & Mail  
Zoiper  
Vici  
Melissa  
Sticky.io/Limelight

Trello  
Cisco  
Hubstaff

## **EDUCATION**

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### **The University of Makati 2005-2007.**

I completed a two-year course of Certificate in Computer Technology.

Studied Computer Software & Hardware.

## **WORK EXPERIENCES**

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### **PHUB September 2010 - October 2011 (Customer Service Representative)**

Coordinated with technicians to resolve customer phone & internet issues.

Acted as a liaison between customers and technical teams, ensuring timely and efficient resolution of service disruptions.

Maintained clear communication with customers, providing updates & guidance throughout the issue resolution process.

### **IBM July 2012 - January 2013 (Customer Service Representative)**

Assisted customers with billing, technical & collection issues.

Effectively communicated with customers to identify, resolve concerns, ensuring a positive service experience.

Demonstrated strong problem-solving skills & attention to detail in managing a wide range of customer inquiries & issues.

### **HPE Jan 2013 - June 2016 (Customer Service Representative)**

Communicated effectively with customers to address product inquiries, placing new orders, manage or cancel subscriptions.

Ensured high levels of customer satisfaction by delivering clear, accurate information, resolving issues promptly & maintaining a professional demeanor.

### **SALESSTAFF July 2016 - Aug 2017 (Virtual Telemarketing Associate)**

Managed outbound calls to identify & qualify prospects interested in email, marketing & social selling services.

Conducted targeted research to build & expand the lead database, contributing to

the company's sales funnel.

Collaborated with the sales team to ensure effective follow up on qualified leads, enhancing the overall sales process.

**DEMAND SCIENCE TEAM Sept 2017 - Jan 2020 (Virtual Telemarketing Associate)**

Conducted outbound calls to research, engage with potential customers & initiating early-stage interactions with prospects and leads.

Identified, qualified leads through effective communication and research contributing to the sales pipeline.

Collaborated with the sales team to ensure seamless transition of qualified leads, supporting overall business development efforts.

**STEALTH SOLUTIONS October 2020 - July 2024 (Customer Service Representative)**

Effectively interacted with customers in high stress situations, maintaining professionalism, composure while resolving disputes & conflicts.

Assisted with product inquiries, placing new orders with an upsell, manage subscriptions including cancellations, saves & modifications.

Consistently delivered exceptional customer service by addressing concerns promptly, accurately, contributing to high customer satisfaction & retention.

**NOWCOM November 2024 - March 2025 (Customer Service Representative)**

Managed high call volumes that assist in billing inquiries, processing payments, arranging payment schedule, offering an extension or due date change, claims for repairable & total loss, renewing registration license, title status, refunds, surrendering vehicle, updating customers email & address.