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**Michael Matt Aranda**  
**Account Manager (1 year 9 months)  
Webs BatangAus Consuting Services Inc**

(+63) 9171589327 | mattzkier2000@gmail.com | San Antonio, San Pascual, Batangas 4204 / J. Lantin Street, Poblacion, Malvar, Batangas 4233

**Experience**

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| Mar 2017 – Dec 2018 (1 year 9 months) | **Account Manager** Webs BatangAus Consuting Services Inc | Philippines | |
|  | Industry | Consulting (IT, Science, Engineering & Technical) |
|  | Specialization | IT/Computer - Software |
|  | Role | Management |
|  | Position Level | Assistant Manager / Manager |
|  | Monthly Salary | PHP 38,000 |
|  | these are the tasks that I do in a day to day basis:  - creating Google Analytics and Google Tag Manager account for all clients - generating a monthly analytics report for all clients and sending them to our director - Boosting Facebook Posts of our clients - updating clients websites - renewing Domains - Advertising in Google and Facebook - Selling Microsoft office 356 subscription - registering Google my Business - .ph Domain registration - Providing Web and Email Hosting - creating a drafted SEO for clients (to be check by a content specialist) - in charge of the business operations in Batangas City | |

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| Nov 2016 - Mar 2017 (5 months) | **Operation Supervisor** The Results | Calabarzon & Mimaropa, Philippines | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Customer Service |
|  | Role | Supervisor/Team Lead |
|  | Position Level | Supervisor / 5 Years & Up Experienced Employee |
|  | Monthly Salary | PHP 33,700 |
|  | - coach, lead and develop team to provide the right solutions for our customers whilst delivering a great customer experience. - drive a culture where achieving customer advocacy is central to everything we do. - As a leader I harness and develop the team to reach their full potential and engage the team to ensure the centre is a great place to work. - I address people related processes and manage the talent and development programs effectively. - I oversee the overall performance of a team of CSR and accountable for leading a high level of customer satisfaction - I manage staffing levels to balance workflow and meet demand – addressing time & attendance issues to ensure schedule adherence – and maintaining administrative details of employment: such as payroll, appraisals & disciplinary actions. - I need to monitor & maintain efficiency and excellence in call transactions. On a rotational basis, I regularly conduct remote or side-by-side monitoring of agent performance. It is my role to identify the areas of opportunity for agent development. | |

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| Jul 2016 - Oct 2016 (4 months) | **Virtual Assistant** Pams Consutancy | Philippines | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Calling and Creating a list of possible Buyers |
|  | Role | Others |
|  | Position Level | 1-4 Years Experienced Employee |
|  | Monthly Salary | USD 550 |
|  | - Call customers in a certain area and asking of they have plans on selling their house in the near future. Then create a list of customers that wanted to sell their houses and provide list to the database. - Editing PDF files and records - Transcribing videos | |

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| Feb 2016 - Apr 2016 (3 months) | **Realtor assistant (Home Based Job)** Sales Staff | Philippines | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Virtual assistant to a realtor |
|  | Role | Others |
|  | Position Level | 1-4 Years Experienced Employee |
|  | Monthly Salary | USD 450 |
|  | - Calling target clients and asking them questions that came from the real estate agent. - Editing PDF files and records - Transcribing videos | |

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| Sept 2012 - May 2015 (2 years 5 months) | **Operation Supervisor** TELETECH CUSTOMER CARE | Calabarzon & Mimaropa, Philippines | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Training & Development |
|  | Role | Training & Development |
|  | Position Level | Supervisor / 5 Years & Up Experienced Employee |
|  | Monthly Salary | PHP 25,000 |
|  | - coach, lead and develop team to provide the right solutions for our customers whilst delivering a great customer experience. - drive a culture where achieving customer advocacy is central to everything we do. - As a leader I harness and develop the team to reach their full potential and engage the team to ensure the centre is a great place to work. - I address people related processes and manage the talent and development programs effectively. - I oversee the overall performance of a team of CSR and accountable for leading a high level of customer satisfaction - I manage staffing levels to balance workflow and meet demand – addressing time & attendance issues to ensure schedule adherence – and maintaining administrative details of employment: such as payroll, appraisals & disciplinary actions. - I need to monitor & maintain efficiency and excellence in call transactions. On a rotational basis, I regularly conduct remote or side-by-side monitoring of agent performance. It is my role to identify the areas of opportunity for agent development. | |

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| Jan 2012 - Jan 2013 (1 year 1 month) | **Customer service representative** Teletech | Calabarzon & Mimaropa, Philippines | |
|  | Industry | Telecommunication |
|  | Specialization | sales and billing |
|  | Role | Others |
|  | Position Level | 1-4 Years Experienced Employee |
|  | Monthly Salary | PHP 22,000 |
|  | mostly handling bill disputes and complaints. i was also usually being pulled out to be a SME (Subject Matter Expert)) | |

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| Mar 2010 - Jan 2012 (1 year 11 months) | **Technical Support Representative** Advance Contact Solutions | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | IT/Computer - Hardware |
|  | Role | Technical Support |
|  | Position Level | 1-4 Years Experienced Employee |
|  | Monthly Salary | PHP 15,000 |
|  | - alot to do with networking - installation of softwares and hardwares - troubleshooting network issues and errors | |

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| Jun 2007 - Oct 2009 (2 years 5 months) | **technical support representative** TELETECH | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | IT/Computer - Network/System/Database Admin |
|  | Role | Others |
|  | Position Level | 1-4 Years Experienced Employee |
|  | - alot to do with networking - installation of softwares and hardwares - troubleshooting network issues and errors | |

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| Oct 2004 - Jan 2005 (4 months) | **Selling Clerk** Super Velue Incorporation SM Super Market Batangas | |
|  | Industry | Retail / Merchandise |
|  | Specialization | Sales - Retail/General |
|  | Role | Others |
|  | Position Level | Fresh Grad / < 1 Year Experienced Employee |
|  | Selling clerk | |

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| Nov 2003 - Jan 2004 (3 months) | **Data Encoder** Sangguniang Panglunsod ng Batangas | |
|  | Industry | Government / Defence |
|  | Specialization | IT/Computer - Software |
|  | Position Level | Fresh Grad / < 1 Year Experienced Employee |

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| **Education** | | |
| 2004 | **Lyceum of Batangas** Bachelor's/College Degree in Computer Science/Information Technology | Philippines | |
|  | Major | Programming and harware installation and support |
|  | CGPA | 75.0 / 100.0 |
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| 2000 | **bauan High School** High School Diploma in Others | Philippines | |
|  | CGPA | 82.0 / 100.0 |
| **Skills** | | |
| Advanced | internet harware installation, Operation Supervisor, Coaching | |
| Intermediate | Computer troubleshooting, configurating modems and routers, sales representative, renewing Domains, Advertising in Google and Facebook, registering Google my Business, Boosting Facebook Posts of our clients. Google Docs, sheets and Hangouts. | |

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| **Languages** | |
| *Proficiency level: 0 - Poor, 10 - Excellent* | |
| Language | Spoken Written |
| Filipino (Primary) | 10 10 |
| English | 9 9 |