



MICHIE POLANCOS

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Inbound and outbound call support
- Email Support
- Active listening
- Resourceful
- Empathy
- Apps

TOOLS

Zendesk
Salesforce
Microsoft Office
Twilio
Google Workspace

PERSONAL PROFILE

A **Customer Service Support** with 5 years experience serving customers in different roles. Proven ability to engage customers, resolve complaints, and strengthen customer-client relationships. Seeking a rewarding position with a company that values its customers and employees.

WORK EXPERIENCE

ACCOUNT SPECIALIST

TDCX MY SDN BHD | 2022 - 2024

- Provide an excellent support experience to E-payment users via email and phone
- Assist users who are locked out of their accounts
- Conduct a thorough investigation and call verification with account takeovers

Cognizant Technology Solutions Inc. PH | 2020 - 2021

- Responsible for answering inbound calls promptly from members, member representatives, agents, brokers, providers, and health plan employees

Teleperformance PH | 2018 - 2020

- Assist customers in troubleshooting their devices through inbound calls and making sure they're able to stream again
- Answer inquiries about billing, subscription and cancellation.

EDUCATION HISTORY

University of the Visayas

- Bachelor of Science in Accounting Technology